

Solano Mobility
Master Guide of
Policies and Procedures



Solano Mobility Program Policies and Procedures

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Amtrak + Lyft Pilot

POLICIES:

The Amtrak + Lyft Pilot gives participants a 10 ride pass plus free Lyft rides for \$20. Participants must be residents or employees within Fairfield, Suisun, or Vacaville and new to Amtrak for commuting. Pilot groups with new participants begin on the 1st and 15th of every month until the maximum number of participants (50) is reached. Participants can renew the use of this program up to 3 times. Renewals must occur before the 1st of the next month in order to receive the promotion in full. Lyft app must be downloaded prior to the 1st and 15th to ensure code is applied to the account. Free Lyft rides are applicable in the county jurisdiction only to or from the Suisun-Fairfield Amtrak station or the Fairfield-Vacaville Amtrak station, up to \$40 per ride. 10 ride Amtrak tickets expire 45 days from the start date printed on the ticket. Staff reserves the right to remove participants for misuse of the program. Pilot is subject to end after 50 participants have completed their rides or funds run out.

PROCEDURES:

1. Sign up on commuterinfo.net. Sign in then navigate to your "Dashboard". Once on the "Dashboard" scroll down to "My Rewards" and click "Amtrak + Lyft Pilot". Follow the prompts to complete your registration.
2. Download the Lyft app on your phone.
3. If approved, staff contacts registrant to answer remaining questions and walk them through the rest of the onboarding process.
4. Staff will accept the \$20 payment over the phone via a credit card.
5. A receipt will be emailed to the email listed on the application.
6. Participant will receive Amtrak ticket and Lyft code before the next pilot group starts on the 1st or 15th.
7. Folks are eligible for up to 3 iterations of the program.



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Bucks for Bikes

POLICIES:

The Bucks for Bikes Program contributes 60% of the cost of a new bike and helmet, up to \$300. Incentives are limited to one per person per calendar year. Anyone who lives or works in Solano county, is over the age of 18 and agrees to the program terms is eligible for this program. Bikes must be purchased no more than 2 months earlier to qualify for reimbursement. Qualified applicants will be selected based on application review.

The Commuter Bicycle Incentive Program is subject to termination upon depletion of program funding or by a decision of Solano Mobility. Solano Mobility shall be under no obligation to honor requests received following the depletion of program funding or termination of the program. Participant agrees to complete a Usage Survey at the end of 3 months, 6 months and 12 months, after the incentive has been awarded. Participant acknowledges that if any of these terms are not met, the incentive shall be returned to Solano Mobility. Participant agrees to defend, indemnify and hold harmless the Solano Transportation Authority (STA), Solano Mobility, or their respective officers, agents, employees and volunteers from any and all losses, costs, damages, fines or expenses (including attorney fees, court costs and expert fees) or liability of any kind or character, whether for personal injury or death, property damage, or business, commercial or contractual loss of any kind to any person or property arising from, or alleged to arise from, any breach of the responsibilities required of the participant by this Agreement or which are related in any way to the bicycle for which financial assistance or other incentives are received.

PROCEDURES:

1. Participant purchases their new bicycle.
2. Participant submits a Bucks for Bikes application, receipt for bike, and W-9.
3. Program staff sends submitted materials to finance department.
4. Participant receives their reimbursement within one month of staff receiving documentation.
5. Program staff sends follow-up surveys via email 3 months, 6 months, and 12 months after purchase.



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Commute Challenge (Rev. 12/2019)

CHALLENGE GOALS:

The Solano Commute Challenge is run by Solano Mobility, the Solano Transportation Authority's outreach arm. This program aims to increase alternative modes ridership by progressively rewarding participants for continued alternative modes travel. With consistent, segmented reinforcement, participants are more likely to build a new, sustainable commuting habit.

POLICIES:

With the Solano Commute Challenge, residents or employees in the county can try out any alternative mode they'd like—and have tangible, incremental rewards through one program. Commuters that use ridesharing (carpools or vanpools), transit (rail, bus, and ferry), active transportation (biking or walking), or telecommuting can log their trips in Commuter Info. Telecommuting earns 10 points, ridesharing and transit earns 20 points, and active transportation earns 30 points. The program rewards based on the primary commute mode, since logging multi-modal trips is currently not functional. After 100 trip points, the user gets to redeem a \$10 gift card of their choice, after 500 trip points, the user gets to redeem a \$25 dollar gift card of their choice, and after 1,200 trip points the user gets to redeem a \$50 gift card of their choice. Once the user has redeemed the \$50 gift card, they are still encouraged to log trips in order to be eligible for the grand prize. The more trips that are logged the greater chance they have to win the grand prize. Grand prize renews quarterly and has an approximate monetary value of \$500. Participants are only eligible to win (1) grand prize raffle per year. Staff is available to serve as an ambassador for travel training purposes and trip planning. Staff reserves the right to remove participants for fraudulence or misuse of the program. Pilot and promotion are scheduled to continue up to \$100,000/year through the Bay Area Air Quality Management District (BAAQMD) funds.

PROCEDURES:

1. Commuter logs trips in Dashboard on commuteroinfo.net. Points accumulate digitally based on which modes are being logged.
2. Once sufficient amount of points is accumulated, user is able to redeem their prize under "My Rewards" in commuteroinfo.net.
3. Participant fills out form under "My Rewards" in commuteroinfo.net.
4. Application is sent to management for processing which may take up to 7 days.
5. If rewarded, system sends redemption email to participant to receive online giftcard.



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Guaranteed Ride Home Program

POLICIES:

The purpose of this program is to provide an alternative option home in the case of an emergency. All folks signed up on Commuter Info are eligible to use this program. Commuters have the option of utilizing a Lyft or Uber, Taxi, or Rental Car in the case of an emergency. This program can be used 6 times in a year no more than 3 times in a month, up to \$100. Staff reserves the right to remove participants for misuse of the program. Program is subject to termination at the discretion of Solano Mobility for any and all reasons.

Participants must have used an alternative transportation mode to get to work on the day they use Guaranteed Ride Home. Qualified emergencies include: they or an immediate family member suffers an illness or severe crisis that requires their immediate attention, after the start of a shift, their employer requests that they work unscheduled overtime, or their ridesharing vehicle breaks down or the driver has to unexpectedly stay late or leave early.

Guaranteed Ride Home may not be used for: personal errands, pre-planned medical appointments, transit service disruptions or delays, weather emergencies, early dismissals from work, regional disasters (natural or man-made), an ambulance service, business-related travel, anticipated overtime or working overtime without a supervisor's request, non-emergency related trips on the way home.

When using a Lyft or Uber, take the ride then submit your receipt and a W-9 to staff at solanomobility@sta.ca.gov. Lyft drivers operate as independent contractors. Solano Mobility is not able to control the availability of drivers, which drivers are chosen to complete the rides participants hail, nor is Solano Mobility able to control the condition of the car or that the driver puts on passengers in their car. For example, Solano Mobility cannot guarantee that a car is completely smoke-free, animal-free, or will transport minors.

The Guaranteed Ride Home Program ("the Program") is a purely voluntary program offered by Solano Transportation Authority (STA) and Solano Mobility. Participants assume full responsibility for all liability and all risk of injury or loss, including death, which may result from my participation in this program. The participant agrees to hold harmless, release, waive, forever discharge and covenant not to bring legal action or claim against STA and Solano Mobility and their officers, employees, and agents from any and all claims or demands I may have by reason of any accident, illness, injury or death, or damage to or loss or destruction of any property, arising or resulting directly or indirectly from your participation in the Program and occurring during such participation or any time subsequent thereto.

The Program is subject to termination upon depletion of program funding or by a decision of Solano Mobility. Solano Mobility shall be under no obligation to honor requests received following the depletion of program funding or termination of the program. Participant agrees to complete a Usage Survey at the end of 3 months, 6 months and 12 months, after the incentive has been awarded.



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Participant acknowledges that if any of these terms are not met, the incentive shall be returned to Solano Mobility. Participant agrees to defend, indemnify and hold harmless the Solano Transportation Authority (STA), Solano Mobility, or their respective officers, agents, employees and volunteers from any and all losses, costs, damages, fines or expenses (including attorney fees, court costs and expert fees) or liability of any kind or character, whether for personal injury of death, property damage, or business, commercial or contractual loss of any kind to any person or property arising from, or alleged to arise from, any breach of the responsibilities required of the participant by this Agreement or which are related in any way to the bicycle for which financial assistance or other incentives are received.

A taxi may be used if your trip is less than 30 miles or you do not meet all the rental car requirements.

You may take a rental car if your trip distances from work to home is more than 30 miles, you need a ride for reasons other than personal illness or crisis, you are 21 years or older, able to drive, feel comfortable driving and have a valid California driver's license, and you are requesting a car during Enterprise Rent-A-Car business hours, you are able to return the vehicle within 24 hours, including weekends and holidays.

A taxi may be used if your trip is less than 30 miles or you do not meet all the rental car requirements.

If using a taxi contact:

Benicia & Vallejo- Yellow Cab, 707-644-1234
Fairfield & Suisun- Veterans Cab, 707-421-9999
Dixon & Vacaville- AA Taxi, 707-446-1144

If using a rental car contact Enterprise Rent-A-Car:

Fairfield: 707-425-5500
Travis Air Force Base: 707-437-7300
Vacaville: 707-452-0300
Vallejo: 707-554-8200
Vallejo North: 707-647-4545

PROCEDURE FOR LYFT/UBER:

1. Create a profile on commuterinfo.net. Navigate to "Dashboard", scroll down to "My Rewards", click on the "Guaranteed Ride Home" tile.
2. Complete the form.
3. Participant hails a ride on their Lyft or Uber app as normal.
4. Participant completes a W-9.
5. Participant can scan, fax, or mail completed W-9 and attach a copy of the receipt within 90 days of the ride.



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Scanned to: solanomobility@sta.ca.gov ; Faxed to: 707-424-6074; Mailed to: One Harbor Center, #140
Suisun City, CA 94585

6. Completed forms will be given to finance department to issue reimbursement.

PROCEDURE FOR TAXI/RENTAL CAR:

1. Create a profile on commuterinfo.net. Navigate to "Dashboard", scroll down to "My Rewards", click on the "Guaranteed Ride Home" tile.
2. Complete the form and print out a copy.
3. Take the ride then present the voucher to the taxi driver or Enterprise.
4. Taxi or rental car company bills account on voucher.
5. Voucher returned via taxi or rental car company.



Solano Mobility Program Policies and Procedures

First/Last Mile

POLICIES:

The purpose of this program is to facilitate a connection with county transit, including but not limited to the ferry building, the two county train stations, or Solano Express bus stops. All participants are eligible for 45 rides in one calendar month. Each ride is 80% and will not be subsidized over \$25. Participants must reside or work within the Solano County limits and be over the age of 18. Users are added to the program on the 1st and 15th of every month. Staff reserves the right to remove participants for misuse of the program. Program is subject to termination at the discretion of Solano Mobility for any and all reasons.

Lyft drivers operate as independent contractors. Solano Mobility is not able to control the availability of drivers, which drivers are chosen to complete the rides participants hail, nor is Solano Mobility able to control the condition of the car or that the driver puts on passengers in their car. For example, Solano Mobility cannot guarantee that a car is completely smoke-free, animal-free, or will transport minors.

The First/Last Mile Pilot Program (“the Program”) is a purely voluntary program offered by Solano Transportation Authority (STA) and Solano Mobility. Participants assume full responsibility for all liability and all risk of injury or loss, including death, which may result from my participation in this program. The participant agrees to hold harmless, release, waive, forever discharge and covenant not to bring legal action or claim against STA and Solano Mobility and their officers, employees, and agents from any and all claims or demands I may have by reason of any accident, illness, injury or death, or damage to or loss or destruction of any property, arising or resulting directly or indirectly from your participation in the Program and occurring during such participation or any time subsequent thereto.

The Program is subject to termination upon depletion of program funding or by a decision of Solano Mobility. Solano Mobility shall be under no obligation to honor requests received following the depletion of program funding or termination of the program. Participant agrees to complete a Usage Survey at the end of 3 months, 6 months and 12 months, after the incentive has been awarded. Participant acknowledges that if any of these terms are not met, the incentive shall be returned to Solano Mobility. Participant agrees to defend, indemnify and hold harmless the Solano Transportation Authority (STA), Solano Mobility, or their respective officers, agents, employees and volunteers from any and all losses, costs, damages, fines or expenses (including attorney fees, court costs and expert fees) or liability of any kind or character, whether for personal injury of death, property damage, or business, commercial or contractual loss of any kind to any person or property arising from, or alleged to arise from, any breach of the responsibilities required of the participant by this Agreement or which are related in any way to the bicycle for which financial assistance or other incentives are received.

PROCEDURES:



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1. Create a profile on commuterinfo.net. Navigate to “Dashboard”, scroll down to “My Rewards”, click on the “First/Last Mile Discount” tile.
2. Download the Lyft app.
3. Discount code is automatically applied to the account associated with the cell phone number provided before the 1st and 15th.
4. Participant hails a ride to designated locations and discount is shown. Participant pays 20% + anything over \$25.



Solano Mobility Program Policies and Procedures

FAST 2458 Route Replacement addendum to First/ Last Mile Program

PROGRAM GOALS:

The FAST 2458 Route Replacement Program surfaced as an emergency program amid the COVID-19 pandemic, to maintain mobility to essential services and among essential personnel

POLICIES:

Fairfield and Suisun Transit experienced a decline in ridership and had to eliminate routes in order to maintain some sense of financial health. They eliminated their lowest performing routes 2,4,5, and 8. To compensate for lost mobility, STA added Travis Air Force Base, Walmart/ Smart& Final, FoodMaxx, and the Green Valley shopping center to the First/Last Mile program. This program fills a need for essential personnel and residents of Fairfield to still access services during the COVID-19 pandemic. The pay structure remains the same at 80% off the ride up to \$25 to or from all participating locations above, the two train stations, and Solano Express stops in the county. The purpose of this program is to replace FAST bus service with comparable ride hailing service. There are no eligibility requirements for the program. Users are added within 24 hours of signing up for the program. Staff reserves the right to remove participants for misuse of the program. Program is subject to termination at the discretion of Solano Mobility for any reason.

Lyft drivers operate as independent contractors. Solano Mobility is not able to control the availability of drivers, which drivers are chosen to complete the rides participants hail, nor is Solano Mobility able to control the condition of the car or that the driver puts on passengers in their car. For example, Solano Mobility cannot guarantee that a car is completely smoke-free, animal-free, or will transport minors.

The First/Last Mile Pilot Program (“the Program”) is a purely voluntary program offered by Solano Transportation Authority (STA) and Solano Mobility. Participants assume full responsibility for all liability and all risk of injury or loss, including death, which may result from my participation in this program. The participant agrees to hold harmless, release, waive, forever discharge and covenant not to bring legal action or claim against STA and Solano Mobility and their officers, employees, and agents from any and all claims or demands I may have by reason of any accident, illness, injury or death, or damage to or loss or destruction of any property, arising or resulting directly or indirectly from your participation in the Program and occurring during such participation or any time subsequent thereto.

PROCEDURES:

1. Create a profile on commuterinfo.net. Navigate to “Dashboard”, scroll down to “My Rewards”, click on the “First/ Last Mile Discount” tile.
2. Discount code is automatically applied to the account associated with the cell phone number provided within 24 hours after submission.



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3. Participant hails a ride to designated locations and discount is shown. Participant pays 20% + anything over \$25.



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TITLE: Route 20 Replacement, Cal Maritime/Carquinez Mobile Home Park Connection, and Mare Island Connect Codes

PROGRAM GOALS:

The Route 20 Replacement, Cal Maritime/Carquinez Mobile Home Park Connection, and Mare Island Connect programs (Programs) are run by Solano Mobility, the Solano Transportation Authority's outreach arm in partnership with Solano County Transit (SolTrans). These programs aim to increase accessibility between the city of Benicia and Vallejo as well as within transit deserts in Vallejo.

POLICIES:

The purpose of this program is to replace former bus services with comparable ride hailing service and open new routes of mobility to previously inaccessible places. Any person who lives or works within the county is eligible to receive the codes. The codes include: STMAREISLAND, STCRQHEIGHTS, and STGATEWAYPLAZA.

When signing up, folks need to provide their legal name, DOB, address, phone number, or email address. They call Solano Mobility at 1-800-535-6883 to sign up over the phone. Proof of qualification can be emailed to solanomobility@sta.ca.gov, faxed 707-424-6074, or mailed to One Harbor Center, Suisun City, CA 94585.

Each code provides 80% off the cost of a Lyft up to \$20. Fares are fixed per vehicle and may be split amongst the folks in the vehicle. Discounts are only available in the mapped areas available for view in the app. Discounts are only available 7AM to 7PM Monday through Friday. Users are added to the program on the 1st of every month. Staff reserves the right to remove participants for misuse of the program. Program is subject to termination at the discretion of Solano Mobility for any and all reasons.

Lyft drivers operate as independent contractors. Solano Mobility is not able to control the availability of drivers, which drivers are chosen to complete the rides participants hail, nor is Solano Mobility able to control the condition of the car or that the driver puts on passengers in their car. For example, Solano Mobility cannot guarantee that a car is completely smoke-free, animal-free, or will transport minors.

The Programs are a purely voluntary program offered by Solano Transportation Authority (STA) and Solano Mobility. Participants assume full responsibility for all liability and all risk of injury or loss, including death, which may result from my participation in this program. The participant agrees to hold harmless, release, waive, forever discharge and covenant not to bring legal action or claim against STA and Solano Mobility and their officers, employees, and agents from any and all claims or demands I may have by reason of any accident, illness, injury or death, or damage to or loss or destruction of any property, arising or resulting directly or indirectly from your participation in the Program and occurring during such participation or any time subsequent thereto.



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PROCEDURES:

1. Prospective program participants call Solano Mobility at 1-800-535-6883. The CSR fills out the intake form over the phone.
2. Participant will be given the appropriate codes to enter into their Lyft apps by staff.
3. Click on Menu in top left corner, navigate to "Promos", enter the appropriate code in to the box at the top of the page.
4. The discount is made immediately available and applied directly as long as you are traveling to places in the "Coverage Area". Coverage area can be viewed in the Promos page under "View Coverage Area" for the specific program.



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TITLE: SolTrans Benicia Dial-A-Ride Replacement

PROGRAM GOALS:

The Benicia Dial-A-Ride Replacement Program (Program) is run by Solano Mobility, the Solano Transportation Authority's outreach arm. This program aims to increase accessibility within the city of Benicia by offering \$4 Lyft trips to seniors, ADA certified folks, and veterans and \$3 Lyft rides to low income folks of those groups. Folks without smartphones can utilize Yellow Cab at the same rates. Those who need a wheel-chair accessible ride can be served by calling North Bay Transit.

POLICIES:

The purpose of this program is to replace SolTrans Dial-A-Ride service with comparable ride hailing service. Participants must be a senior, age 65 or older as proved with a valid I.D. card. They could also be ADA certified as demonstrated through one of the SDM requirements including an ADA card, RTC card, Placard, or Medicare card. They can also be veterans as demonstrated with a military or veterans I.D. Folks who meet these former requirements will receive \$4 rides. Folks can qualify for low income if they show PG&E care, EBT, or SSI proof; these rides will be \$3.

When signing up, folks need to provide their legal name, DOB, address, phone number, or email address. They call Solano Mobility at 1-800-535-6883 to sign up over the phone. Proof of qualification can be emailed to solanomobility@sta.ca.gov, faxed 707-424-6074, or mailed to One Harbor Center, Suisun City, CA 94585.

Fares are fixed per vehicle and may be split amongst the folks in the vehicle. Discounts are only available in the Benicia city limits. Discounts are only available 7AM to 7PM Monday through Friday. Users are added to the program on the 1st of every month. Staff reserves the right to remove participants for misuse of the program. Program is subject to termination at the discretion of Solano Mobility for any and all reasons.

Lyft drivers operate as independent contractors. Solano Mobility is not able to control the availability of drivers, which drivers are chosen to complete the rides participants hail, nor is Solano Mobility able to control the condition of the car or that the driver puts on passengers in their car. For example, Solano Mobility cannot guarantee that a car is completely smoke-free, animal-free, or will transport minors.

The First/Last Mile Pilot Program ("the Program") is a purely voluntary program offered by Solano Transportation Authority (STA) and Solano Mobility. Participants assume full responsibility for all liability and all risk of injury or loss, including death, which may result from my participation in this program. The participant agrees to hold harmless, release, waive, forever discharge and covenant not to bring legal action or claim against STA and Solano Mobility and their officers, employees, and agents from any and all claims or demands I may have by reason of any accident, illness, injury or death, or damage to or loss or destruction of any property, arising or resulting directly or indirectly from your participation in the Program and occurring during such participation or any time subsequent thereto.



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PROCEDURES:

1. Older adult, ADA certified person, or veteran calls Solano Mobility at 1-800-535-6883. The CSR fills out the intake form over the phone. Verification of qualification is sent later via email, fax, or mail.
2. Program Coordinator takes answers from intake spreadsheet and plugs them into the appropriate sheet in Google docs "STA Benicia Transit Access (Soltrans) Shared Participant List".
3. On the first of the next month, participants are sent promo codes directly to their phones. When they request a ride in the service area the discount will automatically be applied.



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Vanpool Program

POLICIES:

A vanpool is a group of people with a common pickup location (near home address), destination (workplace) and work schedule, who ride in a vehicle with 7 to 15 seats. Group members divide the cost of the van, monthly rental, gas, insurance and other costs among themselves. To qualify for this program, the Vanpool must be at a 70% occupancy. The van must also, traveling to, from, or within Solano County. These subsidies are not to be used as payment for shuttle services. New vanpool drivers are provided with a \$100 gas card for three months. Back- up drivers are provided with a \$50 gas card for two months. While new vanpool drivers can collect their gas card immediately, new back-up drivers must drive the van at least 5 times in a month to collect their gas card.

The Vanpool Incentive Program is subject to termination upon depletion of program funding or by a decision of Solano Mobility. Solano Mobility shall be under no obligation to honor requests received following the depletion of program funding or termination of the program. Participant agrees to complete a Usage Survey at the end of 3 months, 6 months and 12 months, after the incentive has been awarded. Participant acknowledges that if any of these terms are not met, the incentive shall be returned to Solano Mobility. Participant agrees to defend, indemnify and hold harmless the Solano Transportation Authority (STA), Solano Mobility, or their respective officers, agents, employees and volunteers from any and all losses, costs, damages, fines or expenses (including attorney fees, court costs and expert fees) or liability of any kind or character, whether for personal injury of death, property damage, or business, commercial or contractual loss of any kind to any person or property arising from, or alleged to arise from, any breach of the responsibilities required of the participant by this Agreement.

PROCEDURES:

1. New driver/ New back up driver fills out Solano Mobility Multi form.
2. Program Coordinator reviews, verifies, and approves information.
3. Upon approval, vouchers are mailed out with instructions.
4. To redeem the vouchers, drivers must sign off on them each month and mail, email or fax them back to Solano Mobility.
5. Participants will receive incentives within 30 days.