

Solano Mobility Programs Summary Of Services Provided

Travel Training Program:

The Travel Training Program provides free training to help individuals learn to use public fixed route transit safely and confidently within Solano County and beyond. Training can be done individually, in a classroom setting, or on group field trips. STA renewed the Travel Training contract with Independent Living Resources (ILR) for another 2 years. ILR has been the program contractor since the program was implemented in 2014. ILR experienced difficulties with staff retention in the first year of their renewed contract, and training did decrease.

- A total of 170 Travel Trainings (Individual, Field Trip, and Classroom) were conducted.
- 35 presentations to 842 audience members were completed.
- 4,399 individuals received information during 62 Outreach activities.

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

People unable to use fixed route public transit service because of a cognitive or physical disability can be evaluated to become ADA paratransit certified. Becoming certified allows access to services such as curb-to-curb paratransit and reduced taxi programs. STA contracted with Paratransit Inc. in July 2023 to conduct the ADA In-Person Evaluations.

- A total of 454 Evaluations were conducted.
- In-person interviews are being conducted.

Taxi Card Program utilizing the PEX Card:

The Intercity Taxi Card Program provides subsidized rides utilizing a pre-paid debit card to qualified ADA individuals for taxi rides between transit service areas. They can purchase in person or over the phone with Solano Mobility.

- 2,485 Intercity Taxi trips were taken in FY2024-25, which is about 200 less than FY23-24.
- The average cost per ride is \$66, of which the customer pays 20%
- Solano County TDA funds are used as match funds for contributions from partner agencies. A reconciliation is performed annually based on prior year actuals.

Medical Trip Concierge Program (GoGo Grandparents):

This popular program provides subsidized Uber and Lyft rides through GoGo Grandparent, for Solano County residents (60+), ADA-certified individuals, and Veterans to get to and from medical appointments, within Solano County. The GoGo Grandparents Program total rides for this year surpassed last year's number and continues to be one of the most popular Solano Mobility Programs.

- 27,708 rides were taken using the GoGo Programs. This represents a 7,000-ride increase over the last FY.
- The average cost per ride is \$15, of which the customer pays 20%
- Nearly 1,900 WAV rides were provided.
- Solano County TDA funds are matched 50/50 with State Transit Assistance Funds.

Veterans Mobility Program:

The Program, which began in April of 2022, allows veterans of any age to receive subsidized rides to medical appointments in Solano County as well as 3 locations in Contra Costa County:

- Martinez VA Clinic at 150 Muir Rd., Martinez, CA
- Med Evals (QTR Assessment Center) at 2280 Diamond Blvd., Ste. 520, Concord, CA
- The Hume Center at 1333 Willow Pass Rd., Concord, CA

The Veterans Mobility program participation started off slowly. However, with extensive outreach throughout the county, the program has begun to grow.

- 555 rides were provided to Veterans in FY2024-25, which is down by nearly half compared to the previous fiscal year.
- Program enrollment increased by 36% over last year, with 135 registered participants.
- *The statistics for this program are shown separately, but also incorporated into the total of the primary 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 716 rides in FY2024-25, which is down from the 859 rides provided in FY2023-24.
- The average cost per ride is \$63, matched with donations from customers.

Equitable Access to Justice:

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 2141 rides in FY 2024-25. In FY 23-24, 602 rides were provided.
- The average cost per ride is \$18.
- Solano County TDA funds provide 80% of the cost, matched with a 20% contribution from the Solano County Superior Courts.

Attachment: B

Solano Mobility Year-End Program Details for FY2024-25

Travel Training FY Comparison by Category

Travel Training Yearly Comparison							
	FY 18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Individual Trainings	107	49	52	56	57	17	6
Group/Classroom Trainees	33	82	0	8	68	62	43
Field Trip Totals	26	16	2	18	14	23	1
Field Trip Trainees	142	83	13	97	74	214	125
Presentations Total	68	20	1	15	16	23	36
Audience Members	663	534	8	112	426	580	884
Outreach Activities	294	98	33	17	32	45	67
Number of People Reached	4494	1480	239	817	2295	2264	4410

ADA Eligibility Results FY Comparison by Eligibility

ADA Eligibility Program FY24-25 Mid-Year Stats							
	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY 24-25
Unrestricted	877	590	516	619	576	389	354
Conditional	76	53	47	35	56	45	74
Trip-by-trip	2	11	6	1	4	0	
Temporary	56	19	13	19	31	12	12
Denied	13	6	7	0	1	37	14
Totals	1024	679	589	674	668	483	454

Eligibility By Jurisdiction

	Dixon	FAST	Rio Vista	SolTrans	Suisun City	Vacaville
Unconditional	13	92	4	153	14	79
Conditional	0	14	0	36	4	19
Temporarily Eligible	0	2	0	8	0	2
Not Eligible	0	3	0	5	3	3
Totals	13	111	4	202	21	103

Attachment: B

Intercity Taxi Card Program FY Comparison by Month

ITX Trips Per Month FY Comparison							
	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Month	Taxi and PEX	Taxi and PEX	PEX	PEX	PEX	PEX	PEX
July	560	413	267	240	278	186	193
August	824	482	262	316	298	203	233
September	678	408	289	347	286	197	207
October	824	452	259	266	238	185	200
November	588	455	260	249	240	191	189
December	703	500	292	253	216	176	171
January	447	516	269	299	274	265	247
February	564	460	262	296	277	238	228
March	741	346	318	313	284	268	242
April	550	203	303	263	311	257	210
May	653	259	273	273	247	282	186
June	489	251	260	355	259	237	176
Totals:	7,621	4745	3314	3470	3208	2685	2482

Attachment: B

GoGo Program Trips FY Comparison by Month

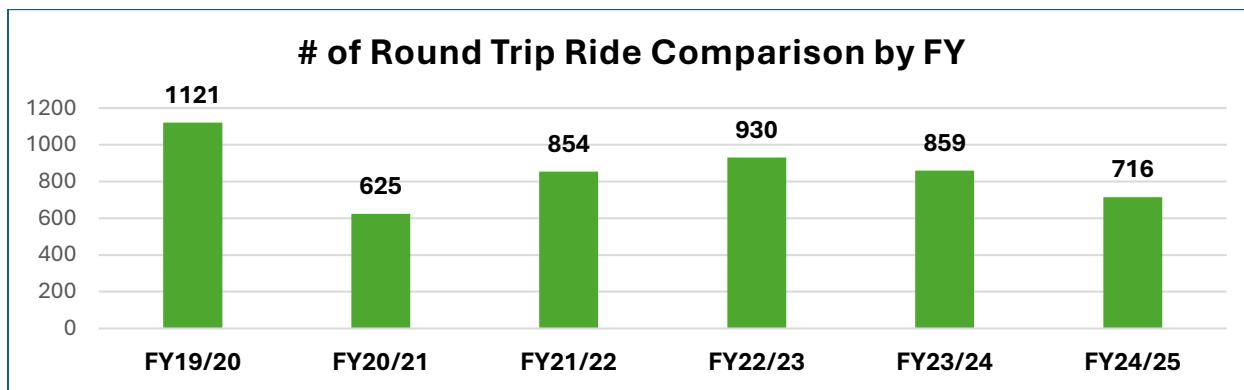
GoGo Program Trips FY Comparison							
Month	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
July	0	491	240	529	812	1194	1851
August	0	894	146	558	848	1452	2257
September	0	740	228	624	865	1433	2158
October	0	809	494	662	935	1516	2372
November	0	277	389	698	855	1597	2109
December	0	273	430	663	871	1650	2082
January	0	282	464	768	865	1621	2372
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
Totals	397	4,713	4,836	8,295	11,548	20,316	27,708

Attachment: B

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

Month	Veterans			WAV/NEMT		
	FY22-23	FY23-24	FY24-25	FY22-23	FY23-24	FY24-25
July	17	13	33	0	98	252
August	7	7	17	0	143	212
September	8	44	30	0	178	126
October	21	95	37	0	178	162
November	5	114	8	0	194	142
December	7	116	39	0	154	19
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	201	2185	1895

Faith in Action Volunteer Driver Program



Equitable Access to Justice Program
Number of Rides by Quarter

Quarter	Rides
Q1 FY 23-24	0
Q2 FY 23-24	74
Q3 FY 23-24	251
Q4 FY 23-24	277
Q1 FY 24-25	634
Q2 FY 24-25	541
Q3 FY 24-25	566
Q4 FY 24-25	400
TOTAL	2743