



SOLTRANS PUBLIC ADVISORY COMMITTEE (PAC) AGENDA
Public Advisory Committee
5:30 PM
Thursday, January 29, 2026
Council Chambers
555 Santa Clara St.
Vallejo, CA 94589

Public Comment: Pursuant to the Brown Act, the public has an opportunity to speak on any matter on the agenda or, for matters not on the agenda, issues within the subject matter jurisdiction of the agency. Comments are limited to no more than 3 minutes per speaker unless modified by the Board Chair, Gov't Code § 54954.3(a). By law, no action may be taken on any item raised during the public comment period although informational answers to questions may be given and matters may be referred to staff for placement on a future agenda of the agency.

Americans with Disabilities Act (ADA): This agenda is available upon request in alternative formats to persons with a disability, as required by the ADA of 1990 (42 U.S.C. §12132) and the Ralph M. Brown Act (Cal. Govt. Code §54954.2). Persons requesting a disability related modification or accommodation should contact Suzanne Reyes, Transit Board Administrator/Office Manager, at (707) 736-6993 during regular business hours at least 72 hours prior to the time of the meeting.

Staff Reports: Staff reports are available for inspection at the SolTrans office, during regular business hours, 8:00 a.m. to 5:00 p.m., Monday-Friday. You may also contact the Transit Board Administrator/Office Manager via email at Suzanne@soltransride.com.

Supplemental Reports: Any reports or other materials that are issued after the agenda has been distributed may be reviewed by contacting the SolTrans Transit Board Administrator/Office Manager and copies of any such supplemental materials will be available on the table at the entry to the meeting room.

Agenda Times: Times set forth on the agenda are estimates. Items may be heard before or after the times shown.

1. **CALL TO ORDER**
2. **CONFIRM QUORUM/ STATEMENT OF CONFLICT**
3. **APPROVAL OF AGENDA**
4. **OPPORTUNITY FOR PUBLIC COMMENT**
5. **ACTION ITEMS**

5.A Chair and Vice Chair Selection

Suggested Action: 1) Select a Chairperson commencing with the next quarterly Public Advisory Committee (PAC) meeting and with a term expiration of December 31, 2026.
2) Select a Vice Chairperson commencing with the next quarterly Public Advisory Committee (PAC) meeting and with a term expiration of December 31, 2026.
(PRESENTER: Angel Anderson, Program Assistant/Deputy Clerk)
[RPT-Chair, Vice Chair Selection.pdf](#)

5.B Proposed Revisions to SolTrans ADA Paratransit No-Show Policy

Suggested Action: Provide feedback on the proposed revision of the ADA Paratransit No-Show policy. (PRESENTER: Angel Anderson, Program Assistant/Deputy Clerk)

[RPT-Paratransit No-Show Policy revision.pdf](#)
[ATCH A-Proposed Revised No Show Policy.pdf](#)

NON-ACTION/ INFORMATIONAL

6. DISCUSSION ITEMS

6.A Comprehensive Operational Analysis (COA) Update

Suggested Action: Informational. (PRESENTER: Mandi Renshaw, Planning & Operations Manager)

[Cvr Memo.pdf](#)

[ATCH A-COA Update.pdf](#)

6.B Agency Update

Suggested Action: Informational. (PRESENTER: Mandi Renshaw, Planning & Marketing Manager)

[Cvr Memo.pdf](#)

[ATCH A-Agency Update.pdf](#)

7. NON-DISCUSSION ITEMS

7.A System Performance Report

Suggested Action: Informational. (PRESENTER: Ronald Freeman II, Operations Manager)

[Cvr Memo.pdf](#)

[ATCH A-System Performance Rpt.pdf](#)

8. ADJOURNMENT



PUBLIC ADVISORY COMMITTEE

Scope and Membership

SolTrans promotes an open and inclusive public involvement process.

i. SCOPE

Each Member Agency will appoint three members of the public with demonstrated expertise or special interest in transit issues, who reside within the boundaries of the agencies that they represent, to serve on a Public Advisory Committee (PAC). This will include representatives selected by each Member Agency.

The PAC will serve as an advisory committee to the SolTrans Board and will review and comment to the SolTrans Board on the following matters:

1. Service and fare adjustments,
2. Development of Short Range Transit Plans, and
3. Review SolTrans' annual work plan. (SolTrans JPA, pg. 6)

1. **Bus service adjustments** are typically implemented in January and August. Bus service adjustments that require a public process and PAC and Board approval include:

- Major changes that increase or reduce service hours and/or service miles by 10 percent of the entire system, eliminate an existing route, or create a new route; or
- Minor service changes that reduce a single route's or combined related routes' total mileage or daily vehicle revenue miles by at least 25% on the weekday(s) for which the change is made.

However, routine service adjustments that do not meet the above criteria are implemented by staff without formal public process or Board approval. Factors influencing routine adjustments include changing traffic patterns, interagency coordination, staffing levels, and public feedback. Staff plan and implement the changes, providing an informational update to the PAC and Board of Directors.

A **fare change** is any change to an existing, established fare rate, fare type, transfer policy, or fare media policy, applicable to regular fixed route or paratransit service.

2. **Short Range Transit Plans (SRTP)** outline how a public transit system will operate over a period of years. The SRTP assesses the transit system, fleet needs, capital and operating costs and revenue, and new transit services or projects. The SRTP planning period is usually five years.
3. **SolTrans' work plan** is updated annually and presented to the PAC and Board of Directors. The work plan document, Performance Goals and Objectives, is used to guide the agency's decision-making processes and organize activities in a meaningful manner, to effect positive change and improve performance, as desired by the Board of Directors for carrying-out SolTrans' mission to "provide safe, reliable, courteous, efficient and accessible transportation services that effectively link people, jobs and communities."

ii. MEMBERSHIP

The PAC typically meets quarterly, or as needed.

Appointments shall continue until a successor is duly appointed by the representing agency unless a term expiration is specified below. Some agencies permit members with expired terms to continue serving until a successor is appointed.

City of Benicia Representatives
Rachel Bhagwat (<i>term expires 12/31/2027</i>)
Ginger Burnett (<i>term expires 12/31/2027</i>), 2025 Chair
Daniel Smith (<i>term expires 12/31/2027</i>)
Solano Transportation Authority Representatives
Tom Bartee (<i>term expires 12/31/2027</i>)
Adjoa McDonald (<i>term expires 12/31/2027</i>)
Cynthia Tanksley (<i>term expires 12/31/2027</i>)
City of Vallejo Representatives
Richard Burnett (<i>term expires 5/13/2029</i>), 2025 Vice-Chair
Avery Livengood (<i>term expires 5/13/2029</i>)
Ethan Standafer (<i>term expires 5/13/2029</i>)

Interested citizens may contact the Clerk’s offices of the representing agencies above if they wish to apply to fill one of the current or upcoming vacancies.



SOLTRANS ACRONYMS LIST OF TRANSPORTATION TERMS

Solano County Transit

Last Updated: April 10, 2025

A

ABAG	Association of Bay Area Governments
ADA	Americans with Disabilities Act
APC	Automatic Passenger Counter
APTA	American Public Transit Association
AVL	Automated Vehicle Location System

B

BAFO	Best and Final Offer
BART	Bay Area Rapid Transit
BEB	Battery-Electric Bus

C

CAD	Computer-Aided Dispatch
CalACT	California Association for Coordinated Transportation
CalOES	California Office of Emergency Services
CalSTA	California State Transportation Agency
Caltrans	California Department of Transportation
CAM	Cost Allocation Model
CARB	California Air Resources Board
CEQA	California Environmental Quality Act
CNG	Compressed Natural Gas
COA	Comprehensive Operational Analysis
COV	City of Vallejo
CTA	California Transit Association
CTC	California Transportation Commission
CTSA	Consolidated Transportation Services Agency

D

DAR	Dial-a-Ride
DBE	Disadvantaged Business Enterprise
DOT	Department of Transportation

E & F

FAST	Fairfield and Suisun Transit
FAST Act	Fixing America's Surface Transportation Act
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
FY	Fiscal Year

G, H, I, & J

GFI	Gen-fare Industries Farebox
GPS	Global Positioning System
HOV	High Occupancy Vehicle
IFB	Invitation for Bid
JPA	Joint Powers Authority

L & M

LCTOP	Low Carbon Transit Operations Program
LoNo	Low or No Carbon emissions
MCI	Motor Coach Industries

MOD	Mobility on Demand
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission

N, O, & P

NTD	National Transit Database
O&M	Operations and Maintenance
PAC	Public Advisory Committee
PARS	Public Agency Retirement Services
PCC	Paratransit Coordinating Council
PNR	Park & Ride
PPP (3P)	Public Private Partnership
PY	Prior Year

R & S

RFP	Request for Proposals
RM2	Regional Measure 2 Funds
RM3	Regional Measure 3 Funds
RVH	Revenue Vehicle Hours
RVM	Revenue Vehicle Miles
SRTTP	Short Range Transit Plan
STA	Solano Transportation Authority
STAF	State Transit Assistance Fund

T

TAC	Technical Advisory Committee
TCP	Transit Capital Priorities
TDA	Transportation Development Act
TIP	Transportation Improvement Program
TNC	Transportation Network Company

U, V, W, Y

UA or UZA	Urbanized Area
VMT	Vehicle Miles Traveled
VTC	Vallejo Transit Center
WETA	San Francisco Bay Area Water Emergency Transportation Authority
YTD	Year to Date

This page is intentionally left blank.



Solano County Transit

TO: PUBLIC ADVISORY COMMITTEE
PRESENTER: ANGEL ANDERSON, PROGRAM ASSISTANT/DEPUTY CLERK
SUBJECT: CHAIR AND VICE CHAIR SELECTION
ACTION: MOTION

ISSUE:

The Public Advisory Committee (PAC) is being asked to select a Chair and Vice Chair for 2026.

DISCUSSION:

At the February 2025 meeting, the PAC appointed Ginger Burnett as Chair and Richard Burnett as Vice Chair, with terms set to expire on December 31, 2025.

The Chairperson's roles and responsibilities are defined below. If the Chair is unable to attend a scheduled meeting, the Vice Chair will fulfill this role:

- Call the meeting to order and confirm whether a quorum is established. For this Committee, a quorum would consist of no less than five appointed members.
- Moderate the public comment section of the agenda by opening the floor for members of the public to speak, ensuring each speaker stays within reasonable time limits, and closing the public comment section when complete.
- Moderate the meeting by introducing each Agenda item and then closing each item after the Staff presentation and committee discussion/recommendation has occurred.
- Ensure that the meeting is conducted to ensure the business for which it was convened is properly attended to. This includes preserving order and ensuring that the meeting discussion stays on task, while allowing all those entitled to do so to express their views, and that the decisions made by the Committee adequately reflect the views of the entire body.
- Adjourn the meeting at the designated closing time.

FISCAL IMPACT:

There is no fiscal impact associated with this item.

RECOMMENDATION:

- 1) Select a Chairperson commencing with the next quarterly Public Advisory Committee (PAC) meeting and with a term expiration of December 31, 2026.
- 2) Select a Vice Chairperson commencing with the next quarterly Public Advisory Committee (PAC) meeting and with a term expiration of December 31, 2026.

This page intentionally left blank.



Solano County Transit

TO: PUBLIC ADVISORY COMMITTEE
PRESENTER: ANGEL ANDERSON, PROGRAM ASSISTANT/DEPUTY CLERK
SUBJECT: PROPOSED REVISIONS TO SOLTRANS ADA PARATRANSIT NO-SHOW POLICY
ACTION: MOTION

ISSUE:

SolTrans is proposing minor revisions to its ADA Paratransit No-Show Policy. At the SolTrans Board meeting on January 15, 2026, the Board approved opening a public comment period to obtain feedback on the proposed revision, with a public hearing to close the comment period during the February 19, 2026, Board meeting. Staff is requesting the Committee's feedback on the proposed policy revisions.

DISCUSSION:

"No-shows" are recorded each time a paratransit passenger misses their scheduled trip or cancels late. A pattern or practice of no-shows may result in suspension of service, as excessive no-shows reduce trip time availability for other riders. Enforcing a no-show policy improves the overall performance of paratransit service by minimizing the number of trips that do not pick up a passenger on a given service day.

SolTrans's current No-Show Policy was approved by the Board in 2013. Under the policy, cancellations must be received a minimum of two hours before a scheduled trip to avoid a no-show, and penalties are calculated by calendar month. Staff would like to improve the policy. The proposed changes are as follows:

- **Reduce the cancellation window to one hour before the trip** – Riders have more time to cancel to avoid a no-show.
- **Calculate penalties every 30 days** – Riders with few no-shows will see them roll off as new days pass; they don't have to wait until the end of a calendar month. Also, the agency can begin enforcing the policy before the end of a calendar month for riders who have an egregious number of no-shows.
- **Includes the appeals process** – Clearly outlines what to expect during an appeal, which can reduce the fear factor in a vulnerable population.
- **Clarifies some of the policy language** – Improves the rider's understanding of the process.

Public outreach is underway and consists of:

- Mailing the proposed revised ADA Paratransit No-Show Policy (Attachment A) to all current Paratransit riders with a letter requesting feedback by calling customer service, commenting via the website, or taking a survey.
- Notices posted on all paratransit buses, SolTrans's website, and Facebook page.
- An announcement added to the reservation phone line.
- A link and QR code to the survey on all outreach materials. Paper surveys are available upon request.

The letter and policy were mailed immediately, and feedback will be received up to the Public Hearing at the February meeting. The Board was notified that the item would be presented to SolTrans PAC for feedback at the January meeting.

In reviewing the proposed revised No-Show Policy in Attachment A, please note that the verbiage highlighted in yellow is revised information, while the red ~~strikeout~~ font is the current policy.

FISCAL IMPACT:

The fiscal impact is expected to be minimal, primarily the costs associated with printing and mailing the proposed policy revision letter.

PERFORMANCE GOAL:

Goal 1: Service – Deliver on-time safe transit services which meet the needs of Solano County communities; **Objective A.iii.** - Increase on-time performance (OTP) to an aspirational 80% for express and local service, and 90% for paratransit service by decreasing early departures and late departures using new technology and working with the contractor.

RECOMMENDATION:

Provide feedback on the proposed revision of the ADA Paratransit No-Show policy.

Attachments:

- A. Proposed Revised ADA Paratransit No-Show Policy



SolTrans ADA Paratransit No-Show Policy

SolTrans ADA Paratransit No-Show Policy ensures riders receive efficient paratransit service by keeping trip resources available for everyone. In accordance with ADA regulations, SolTrans has developed the following policy to address no-shows and late cancellations.

A no-show is recorded each time a paratransit rider either misses their scheduled trip or cancels with less than ~~two~~ **one (1) hour's** notice before the scheduled pick-up time. Riders who establish a pattern or practice of no-shows may be temporarily suspended from using the service.

Cancellations

Cancellations are accepted up to ~~two~~ **one (1) hour** before the scheduled trip. Trip cancellations received less than ~~two~~ **one hour** before the scheduled pickup time are also recorded as no-shows. Subsequent trips after a no-show are not canceled automatically and could result in additional no-shows. Please cancel all trips you cannot take.

No-Show Policy

A no-show occurs when the vehicle arrives within the scheduled pick-up window, and the rider is either absent, not ready to board within five (5) minutes, or declines the trip. A pattern or practice is established if the rider no-shows three (3) or more trips within ~~a month~~ **30 days**, and the number of no-shows exceeds 10% of total scheduled trips. Penalties increase every ~~a month~~ **30 days** that the passenger exceeds the no-show threshold.

Penalties

- **1st ~~a month~~ instance** – Passenger will receive a phone call and a warning letter reviewing the policy, exceptions, and number of no-shows and scheduled trips within the last ~~month~~ **30 days**.
- **2nd ~~a month~~ instance** – Passenger receives a 14-day suspension.
- **3rd ~~a month~~ instance and after** – The suspension duration increases by ~~one week~~ **7 days** for each **instance**, up to ~~one month~~ **28 days** total suspension.
- Penalties reset after ~~one (1) year~~ **365 days**.

No-Show Notifications

Passengers will be notified in writing of every no-show. ~~Passengers will receive a warning after three no-shows.~~ A warning letter will only be sent if no-shows exceed the threshold of three (3) or more trips in a ~~month~~ **30 days** which exceed 10% of total trips.

No-Shows Beyond a Passenger's Control

Passengers are not responsible for no-shows resulting from sudden illness, family or personal emergency, transit connection or appointment delay, extreme weather conditions, bus operator error, or other unforeseen reasons for which it's not possible to cancel in time or take the scheduled trip. It is the passenger's responsibility to notify SolTrans of no-shows beyond their control.

Suspensions

Upon the 2nd ~~month~~ **instance** of the passenger exceeding the no-show threshold, a suspension letter will be mailed proposing to suspend service within two weeks and outlining the appeals process. **The suspension letter will specify the basis of the proposed suspension, including the dates and times of no-shows leading to the proposed suspension, as well as the beginning and ending dates of the proposed suspension.**

Appeals

Passengers facing suspension have the right to appeal and will be provided with information about the appeal process in their suspension letter. Appeals must include the passenger's name and contact

information. An administrative hearing with SolTrans management will be scheduled within 30 days of receipt of the appeal. The proposed suspension will be put on hold until the appeal decision is made.

SolTrans must receive the appeal before the proposed suspension period starts. File the appeal by contacting SolTrans Administration by phone, mail, or by completing the Leave a Comment form on the SolTrans website:

SolTrans
311 Sacramento Street
Vallejo, CA 94590
707-736-6990 option 2
SolTrans.org

At the administrative hearing with SolTrans administrative staff, the passenger will have an opportunity to be heard and present information and arguments. If desired, the passenger may be accompanied by another person to assist them in presenting their information and arguments. The appellant, or their representative, will be provided with accessible transportation to and from the hearing free of charge upon request. The passenger is not required to attend the hearing in person, and may present their information and arguments in writing, by telephone conference call, or via a representative to present on their behalf. Within 30 days after the hearing, the passenger will be informed in writing of the outcome of the appeal.

For more information about the policy, contact:

Angel Anderson
Program Assistant/Deputy Clerk
SolTrans
311 Sacramento St.
Vallejo, CA 94590
707-736-6990 option 2

PROPOSED REVISION DRAFT



Solano County Transit

TO: PUBLIC ADVISORY COMMITTEE
PRESENTER: MANDI RENSHAW, PLANNING AND MARKETING MANAGER
SUBJECT: COMPREHENSIVE OPERATIONAL ANALYSIS (COA) UPDATE
ACTION: INFORMATIONAL

COVER MEMO:

The Committee is being provided with a PowerPoint presentation about the Comprehensive Operational Analysis (COA).

RECOMMENDATION:

Informational.

This page is intentionally left blank.

COA Implementation Update

For: SolTrans Public Advisory Committee
(PAC)



Presented by: Mandi Renshaw
Planning & Marketing Manager

SolTrans Board Approval

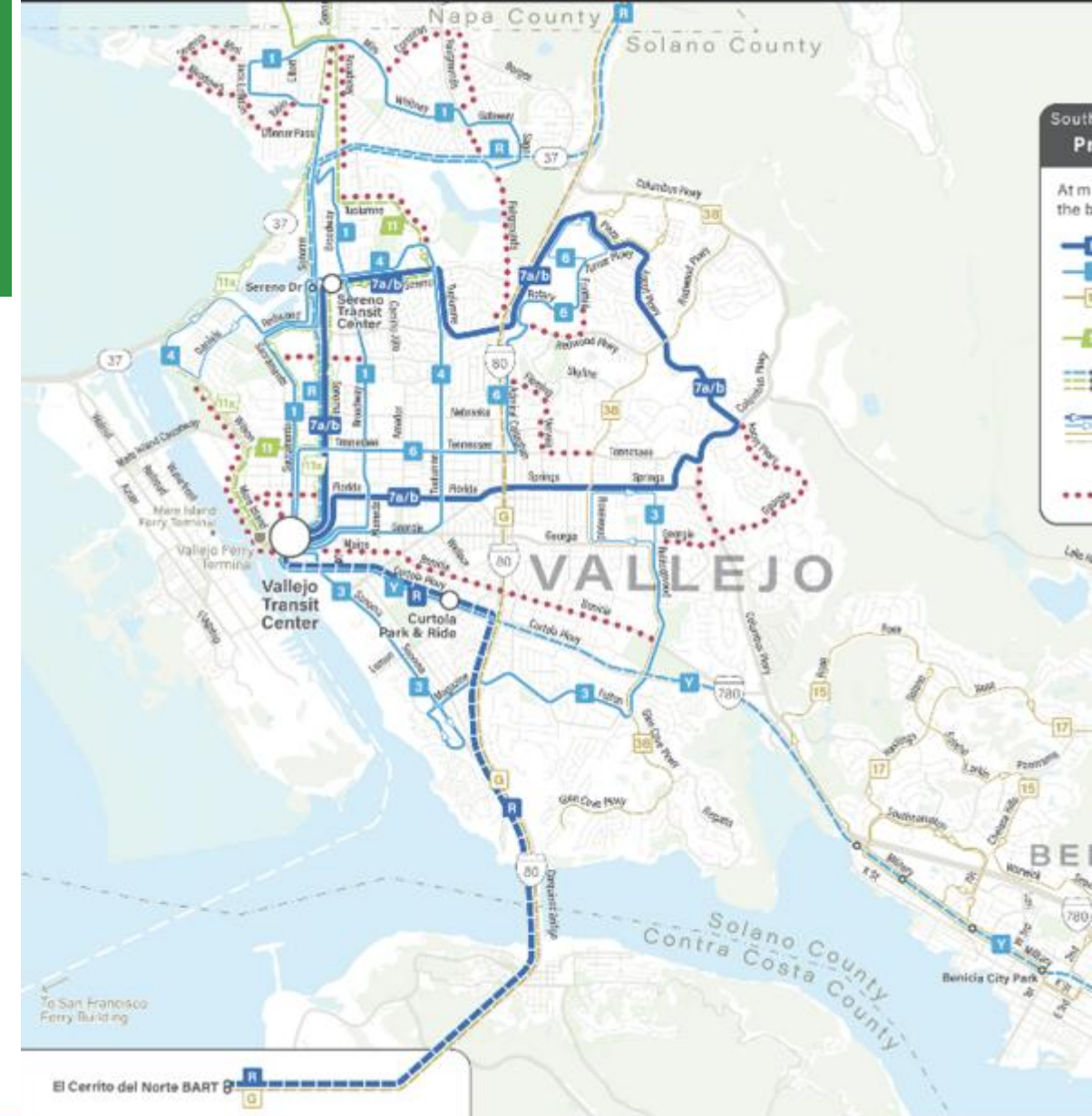
All concepts were presented to the SolTrans Board at the September 18, 2025, Board of Directors Meeting. Approved changes include:

Local

- Service expansion (increased span of service hours) on weekdays and more service on Sundays
- Coordination at Vallejo Transit Center
- Increased frequency

Solano Express

- Blue Line consistent hourly service on weekdays
- Red Line frequency increased between Fairfield, Vallejo, and El Cerrito del Norte BART
- Yellow and Blue Line connections at Concord and North Concord BART
- Green Line peak service onl



COA ROUTE CHANGES QUICK FACTS - LOCAL

Effective August 2026

ROUTE	CHANGES
1A/1B	<ul style="list-style-type: none"> Combine Routes 1 and 2 into bi-directional Routes 1A and 1B Extend the new route to serve Six Flags. Discontinue service to Mini Dr west of Jack London.
2	<ul style="list-style-type: none"> Service merged into 1A and 1B for 30 minute bidirectional service along Broadway and Sacramento.
3	<ul style="list-style-type: none"> Extend Route 3 to Springs Rd. Make the routing bi-directional. Every 60 minute frequency with improved timing at the Vallejo Transit Center. A new connection to 30-minute Route 7A/7B at Springs Rd.
4	<ul style="list-style-type: none"> Tuolumne St north of Camino Alto would no longer be served. New connection to Federal Terrace Neighborhood via Sereno Transit Center.
5	<ul style="list-style-type: none"> Discontinued. Portions of the route to be served by the Route 4.
6	<ul style="list-style-type: none"> Extend Route 6 north to Gateway Plaza and Solano Community College Vallejo Campus. Discontinued service on Ascot and Georgia segments east of Columbus Pkwy.
7A/7B	<ul style="list-style-type: none"> Increase to to 30-minute frequency all day on weekdays and weekends.. Reroute via Sonoma Blvd. Reroute via Ascot Pkwy.
8	<ul style="list-style-type: none"> Discontinued. Portions of the route to be served by the Route 3.
15	<ul style="list-style-type: none"> No changes.
17	<ul style="list-style-type: none"> No changes.
38	<ul style="list-style-type: none"> New routing will be coordinated with Vallejo City Unified School District to prioritize connecting Glen Cove and South Vallejo to Jesse Bethel.
SYSTEMWIDE IMPROVEMENTS	
Weekday	Local routes will run 6AM-9PM, leaving at the hour to make seamless transfers across the system.
Saturday	Service hours will be extended on Routes 1A/B, 3, 4, 6, and 7A/B.
Sunday	Overall service hours will increase by 51%, with Routes 3 and 6 operating for the first time on Sundays.



COA ROUTE CHANGES QUICK FACTS - SOLANO EXPRESS

Effective August 2026



ROUTE	CHANGES
82	<ul style="list-style-type: none">Discontinued. Resources shifted to increase frequency to El Cerrito del Norte BART.
B	<ul style="list-style-type: none">Increases to hourly frequency between Concord and Vacaville ALL dayThe Blue will join the Yellow Line at North Concord and Concord BART.
G	<ul style="list-style-type: none">Reduced to two peak-period round trips, with other trips accommodated by increased Red Line frequency and streamlined Blue Line service.
R	<ul style="list-style-type: none">Midday service between the Vallejo Transit Center and El Cerrito del Norte BART increases to every 30 minutes;Peak service between Fairfield and Vallejo also increases to every 30 minutes; midday Fairfield service remains hourly.
Y	<ul style="list-style-type: none">Serves North Concord and Concord BART, retains current Benicia stops, and maintains consistent 60-minute frequency all day.

Public outreach will begin in early spring 2026. Additional information and a trip planning tool can be found by scanning the QR Code below or visiting [SolTrans.org](https://soltrans.org).

Interdepartmental Coordination



Planning

- Finalizing Route Design
- Working on final schedules
- Building new system and all bus stops into the scheduling software



Marketing

- Developing Marketing plan
- Scheduling outreach calendar for early spring into summer



General Services

- Audit of current bus stop resources
- Procurement of new blades and amenities
- Repurpose plan

Regional Mapping and Wayfinding Project

Prototype bus stop signage

Collaborating with MTC's Regional Mapping and Wayfinding Project (RMWP) team.

- New regional signage standards expected in January.
- SolTrans will serve as the pilot agency for adopting the new regional standards due to the need to update nearly all stops for the COA: System Redesign.



ON COMMISSION

GSRMA Spotlight

SolTrans's COA project was highlighted with our insurer, Golden State Risk Management Authority.

SolTrans was awarded points for our COA in GSRMA's Risk Management Accreditation Program (RMAP), which will increase our premium rebate.

ENTITY TYPES

- CEMETERY DISTRICTS
- COUNTIES & CITIES
- FIRE DISTRICTS
- SCHOOL DISTRICTS
- SPECIAL DISTRICTS
- GSRMA MEMBER SPOTLIGHTS

Rerouting for Resilience: How SolTrans is Redesigning Transit for Tomorrow



SolTrans' Comprehensive Operational Analysis (COA) is a full system redesign effort aimed at aligning transit services with post-pandemic travel trends, regional priorities, and available resources—all while maintaining an operationally neutral budget. Using a data-driven and community-informed approach, SolTrans analyzed travel patterns, gathered public and operator feedback, and identified ways to simplify routes, increase frequency, and improve regional connections. The result is a plan designed not just for efficiency, but for long-term sustainability and reliability.

The COA was developed in response to shifting ridership habits and growing fiscal pressures facing transit agencies across California. Like many public entities, SolTrans needed to adapt to new travel behaviors while managing limited resources responsibly. Continuing to

Next Steps

- ❑ Finalize draft schedules with JWA
- ❑ Complete stop inventory and begin signage planning in coordination with RMWP staff at MTC
- ❑ Begin pre-outreach materials development and schedule community events



Questions?

Thank you.

This page is intentionally left blank.



Solano County Transit

TO: PUBLIC ADVISORY COMMITTEE
PRESENTER: MANDI RENSHAW, PLANNING AND MARKETING MANAGER
SUBJECT: AGENCY UPDATE
ACTION: INFORMATIONAL

COVER MEMO:

An informational presentation is being provided to the PAC about current agency activities.

RECOMMENDATION:

Informational.

This page is intentionally left blank.

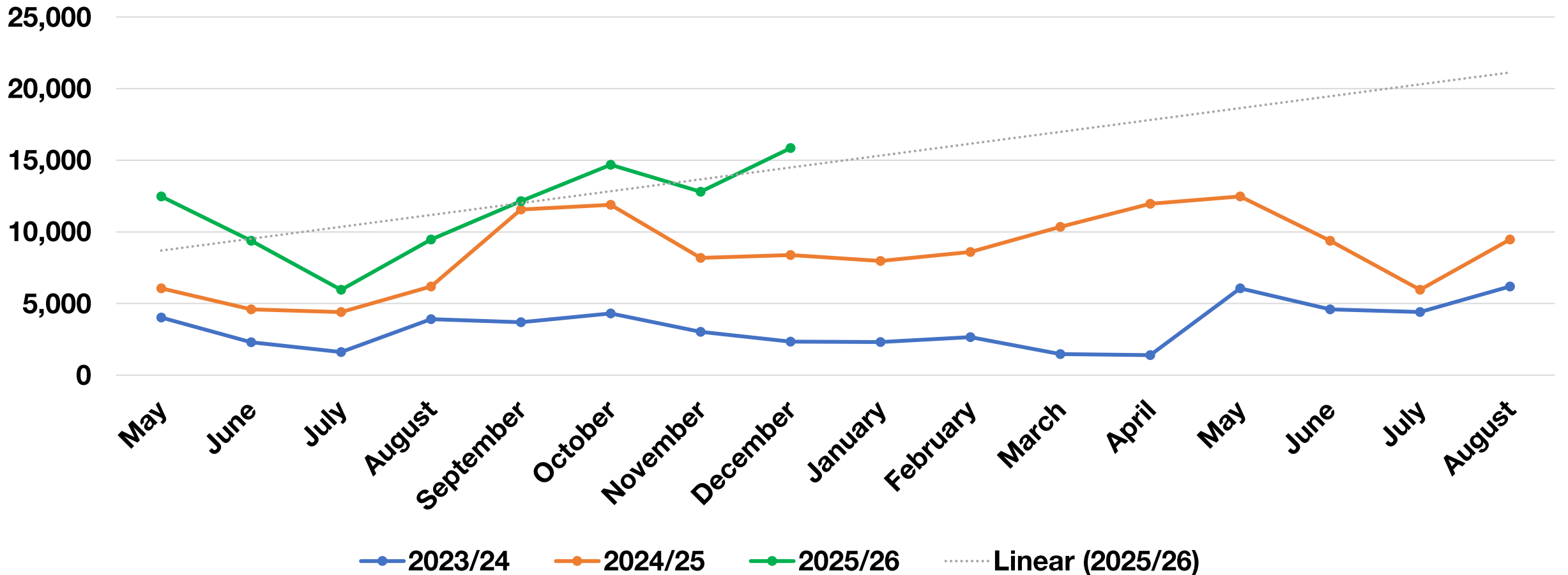
Agency Update

For: SolTrans Public Advisory Committee
(PAC)



Presented by: Mandi Renshaw
Planning and Marketing Manager

Youth Ridership Continues to Grow



2nd Friday



Transit Month

- Celebrated Transit Staff Friday, September 12
- Hosted Transit Month Field Trip - Saturday, September 13



Senior Health Fairs

Vallejo Senior Center Health Fair at the Florence Douglas Center on October 23rd

Benicia Senior Health Fair, at the Benicia Senior Center on November 20th



Transit Operations Employees of the Year



Treat Yourself Resource Fair, Nov. 5

SolTrans partnered with Catholic Charities of Yolo & Solano for November's 2nd Friday Community Event.

Treat Yourself is a resource fair geared to the unhoused and those at risk.



November 2nd Friday



Hero Spotlight

Operator Charles's heroic life-saving measures earn a proclamation.



Benicia Tree Lighting FREE Routes

SolTrans provided two bus routes to and from Benicia's Tree Lighting and Holiday Open House on Friday, December 5, 2025.

- Route 15 picked up on Rose, Hastings, Warwick, and 2nd Street.
- Route 17 picked up on BMS, Hastings, Rose, East 3rd, and East 5th

Both routes dropped off at First and Military in front of Safeway.

FREE Round Trip Bus Rides
To Downtown Benicia Holiday Open House

Friday, December 5 from 6 - 9 pm



For special event service route schedules and information

SolTrans.org

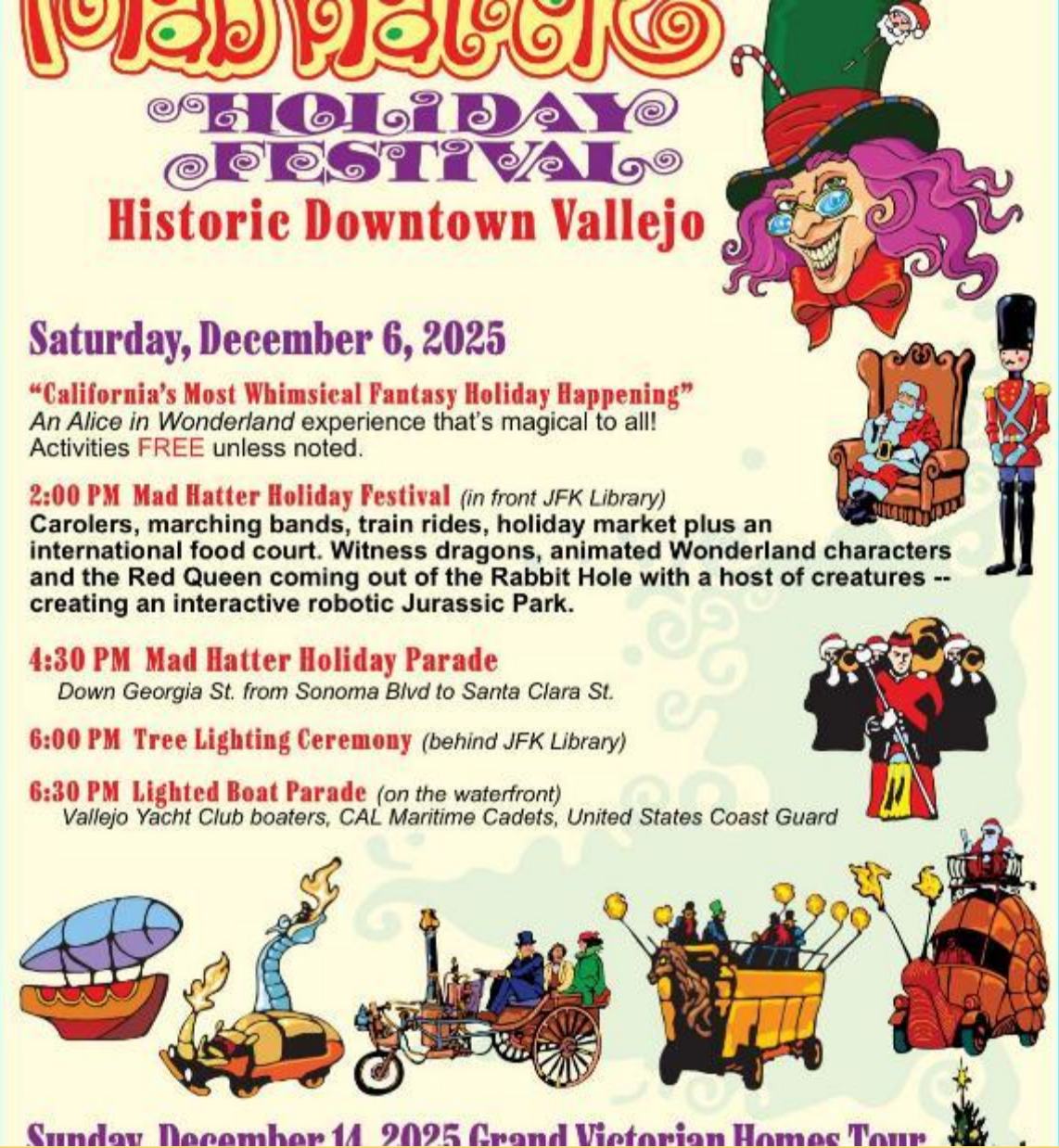
SolTrans

Mad Hatter Parade Detour

SolTrans routes detoured in partnership with the Mad Hatter Parade on Saturday, December 6, 2025

- Route 2
- Route 4 SB
- Route 6
- Yellow Line

For service to downtown, riders used the Vallejo Transit Center.



Mad Hatter
HOLIDAY FESTIVAL
Historic Downtown Vallejo

Saturday, December 6, 2025

“California’s Most Whimsical Fantasy Holiday Happening”
An Alice in Wonderland experience that’s magical to all!
Activities **FREE** unless noted.

2:00 PM Mad Hatter Holiday Festival (in front JFK Library)
Carolers, marching bands, train rides, holiday market plus an international food court. Witness dragons, animated Wonderland characters and the Red Queen coming out of the Rabbit Hole with a host of creatures -- creating an interactive robotic Jurassic Park.

4:30 PM Mad Hatter Holiday Parade
Down Georgia St. from Sonoma Blvd to Santa Clara St.


6:00 PM Tree Lighting Ceremony (behind JFK Library)

6:30 PM Lighted Boat Parade (on the waterfront)
Vallejo Yacht Club boaters, CAL Maritime Cadets, United States Coast Guard

Sunday December 14 2025 Grand Victorian Homes Tour

The poster features several illustrations: a large Mad Hatter character with a tall green top hat and purple hair; a Santa Claus figure sitting in a chair next to a toy soldier; a group of people in Victorian attire; a boat with a blue umbrella; a dragon-like creature; a horse-drawn carriage; a yellow train car; and a red and orange vehicle.

Holiday Service Hours Reminder



HOLIDAY SERVICE CALENDAR

November & December 2025 & January 2026

SUN	MON	TUE	WED	THUR	FRI	SAT
				November 28 Thanksgiving NO SERVICE	November 29 SATURDAY SERVICE	November 30 REGULAR SERVICE RESUMES
21	22	23	December 24 Christmas Eve SATURDAY SERVICE	December 25 Christmas NO SERVICE	December 26 REGULAR SERVICE RESUMES	27
28	29	30	December 31 New Years Eve SATURDAY SERVICE	January 1 New Years Day NO SERVICE	January 2 REGULAR SERVICE RESUMES	3

For schedules and more info: **SolTrans.org**

New Staff

Welcome Paul Weinstein

- SolTrans's new IT and DevOps Engineer



New Staff

Welcome Declan Knowles

- SolTrans's new Temporary General Services Analyst



Retirement

SolTrans General Service Manager,
Pat Carr, officially retired in January



Kicking Off 2026

- Monthly - 2nd Friday Community Events will continue
- March through August - Systemwide Redesign Outreach



Questions?

Thank you.

This page is intentionally left blank.



Solano County Transit

TO: PUBLIC ADVISORY COMMITTEE
PRESENTER: RONALD FREEMAN II, OPERATIONS MANAGER
SUBJECT: SYSTEM PERFORMANCE REPORT
ACTION: INFORMATIONAL

COVER MEMO:

The Board is being provided with an informational system performance report.

RECOMMENDATION:

Informational.

Attachment:

- A. System Performance Report PowerPoint

This page is intentionally left blank.

FY 2026 Quarter 1 System Performance Report

For: SolTrans Public Advisory Committee



Presented by: Ronald Freeman II
Operations Manager

Productivity

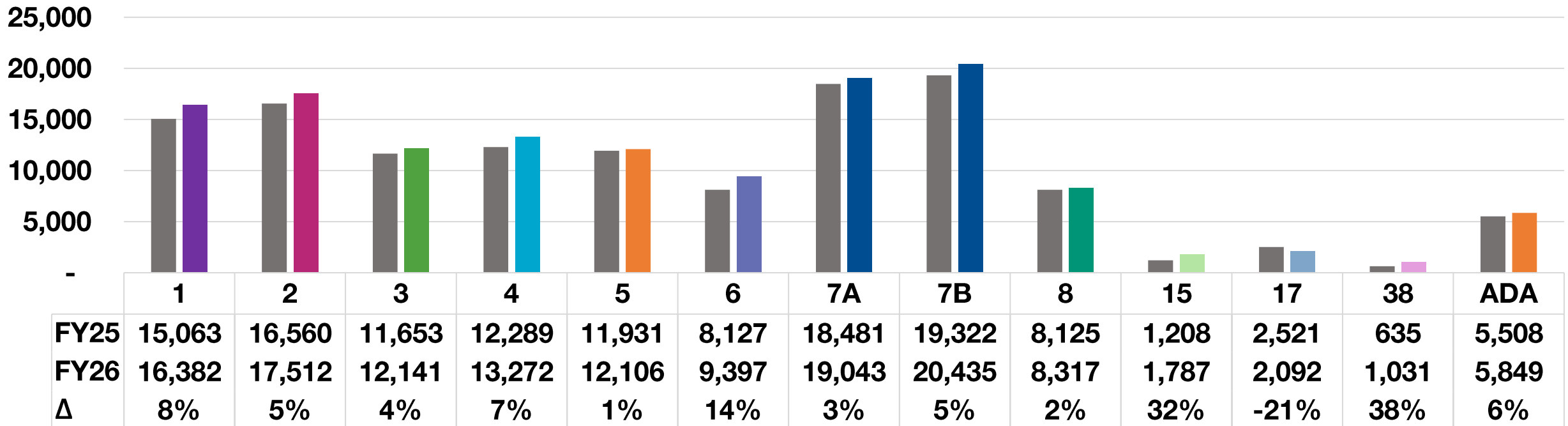
What and how much service was provided?

- Trips and Hours-Based Metrics
- Ridership and Passenger Metrics

Ridership (Route)

Q1 Ridership (Route)

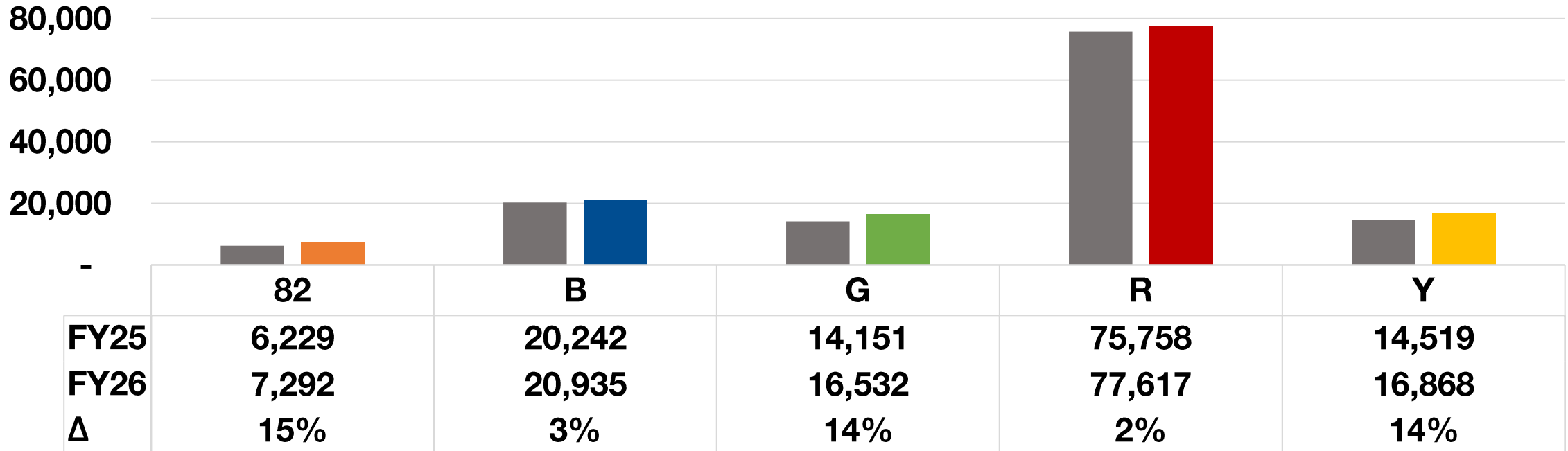
■ FY25 ■ FY26



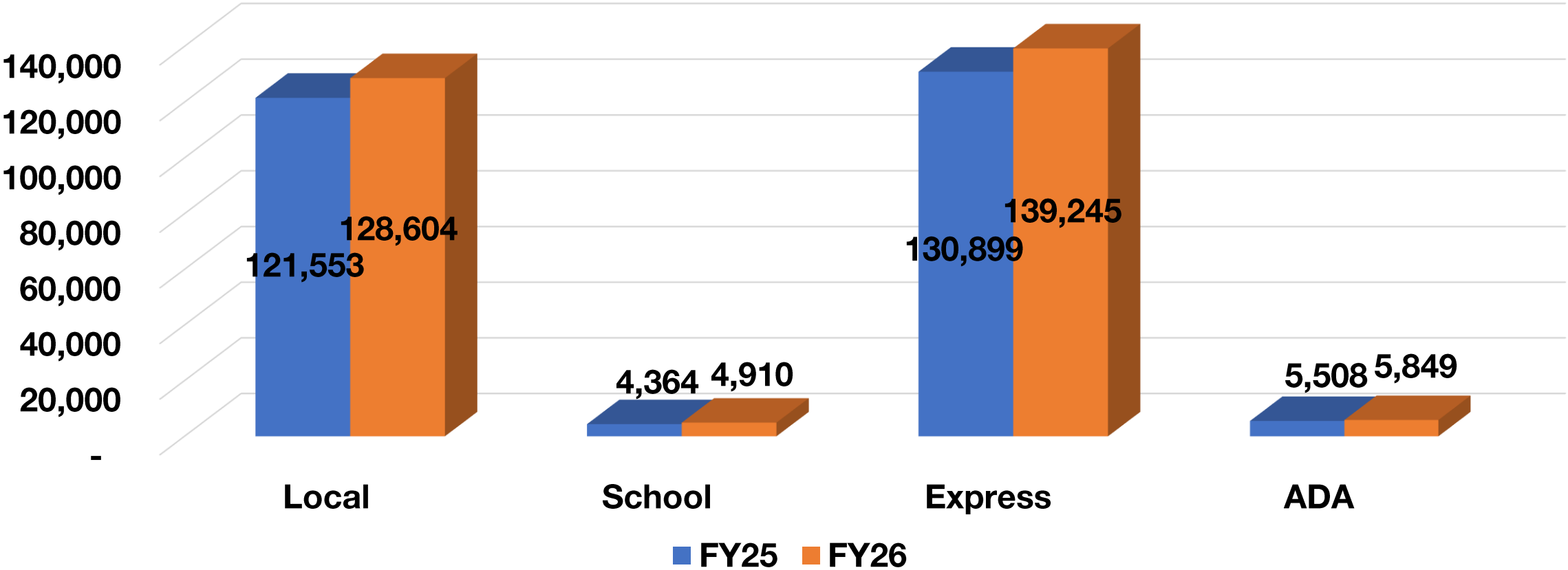
Ridership (Route)

Q1 Ridership (Route)

■ FY25 ■ FY26

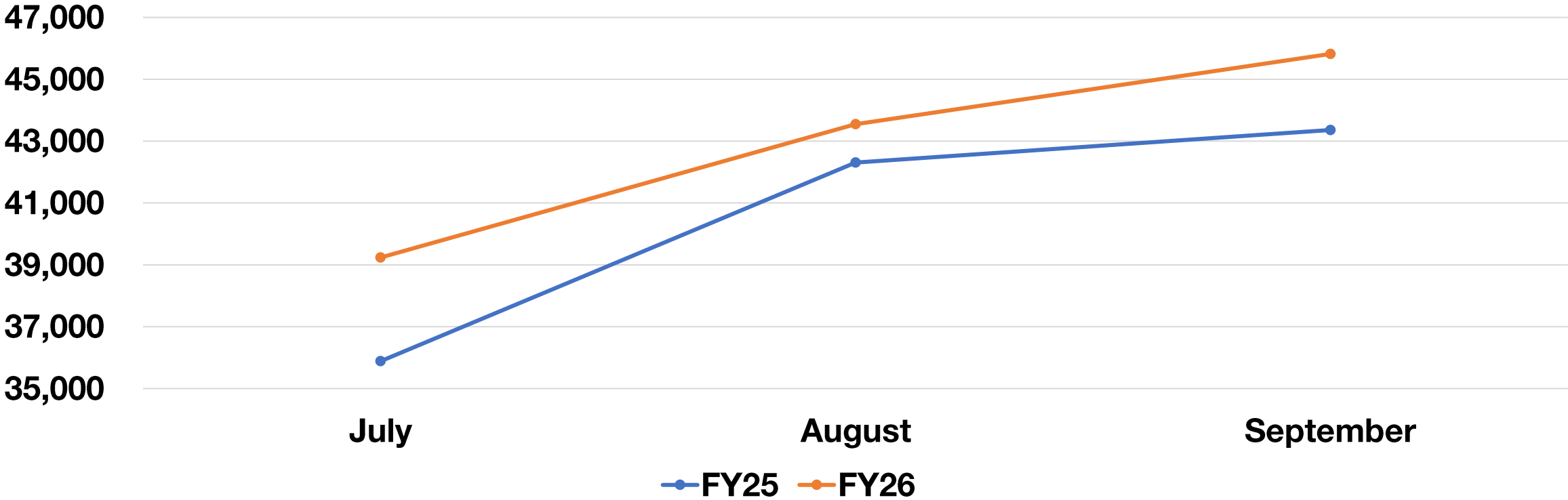


Ridership YTD (Mode)



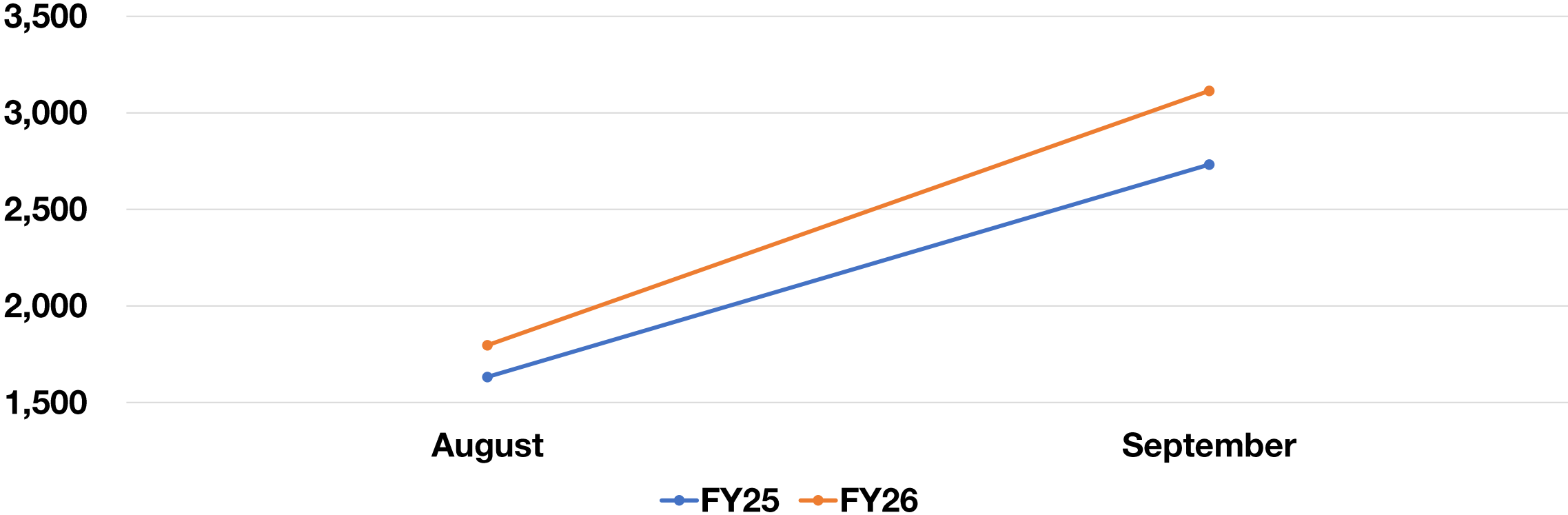
Trending Ridership (Mode)

Trending Local Ridership



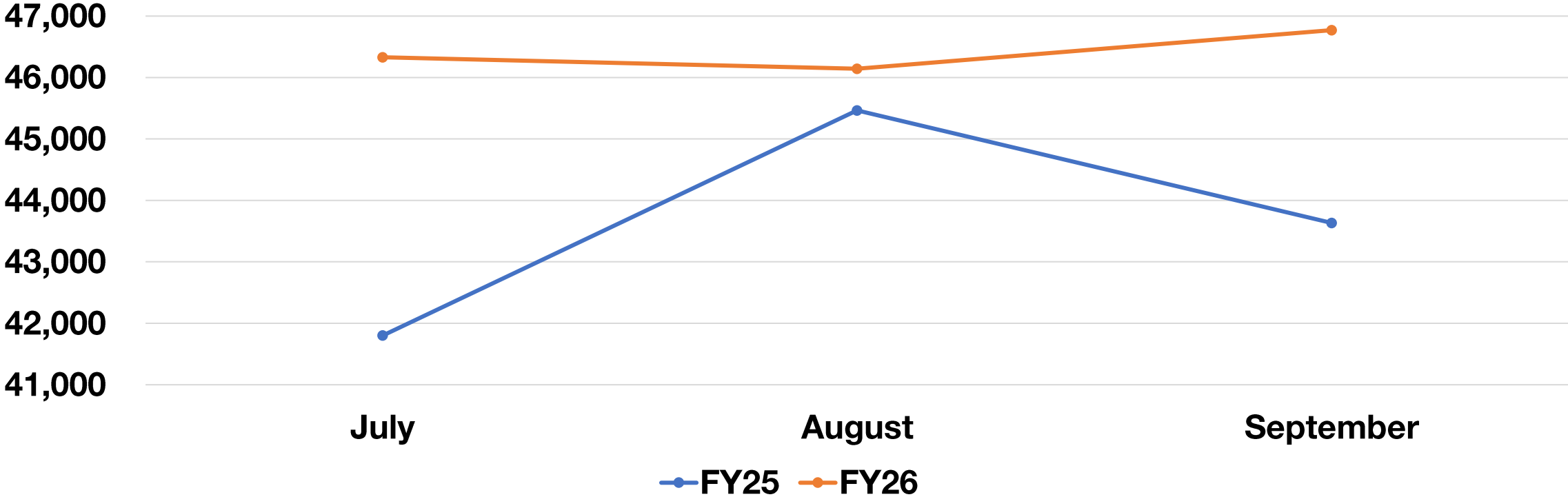
Trending Ridership (Mode)

Trending School Ridership



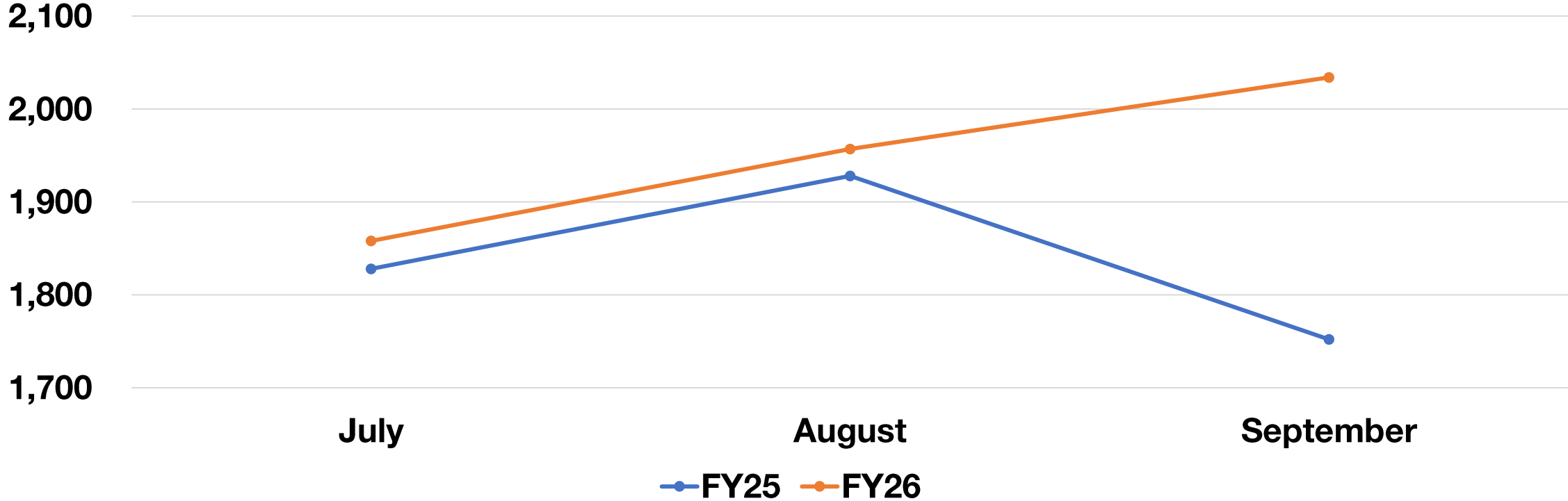
Trending Ridership (Mode)

Trending Express Ridership



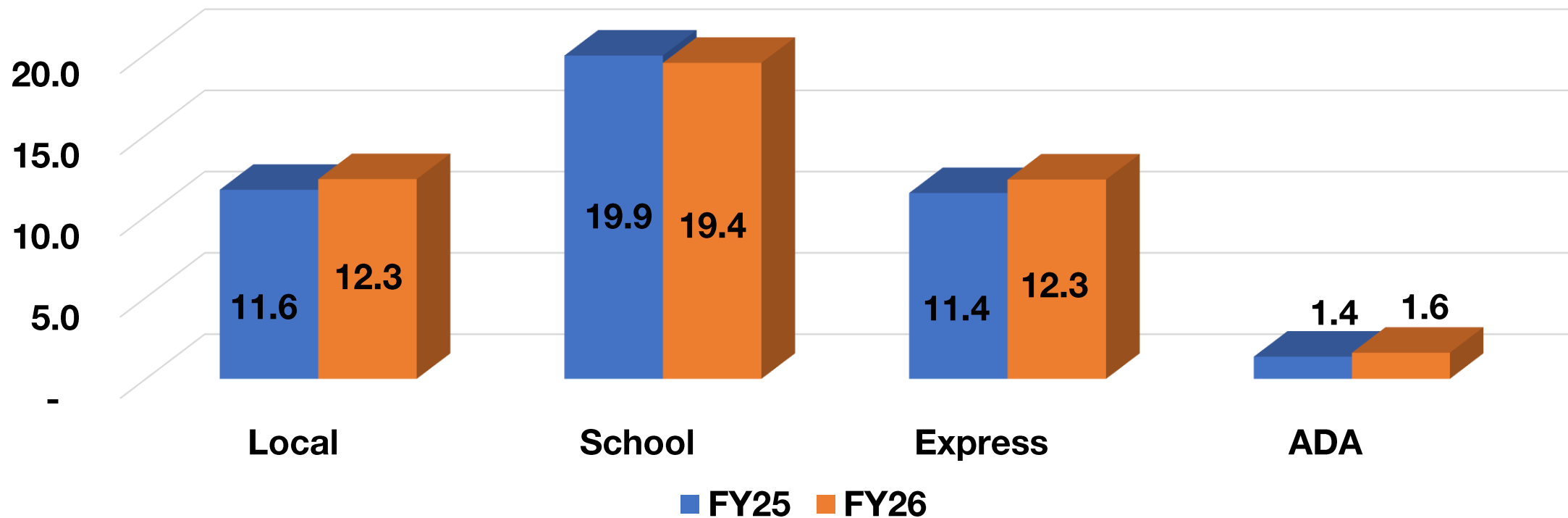
Trending Ridership (Mode)

Trending ADA Ridership

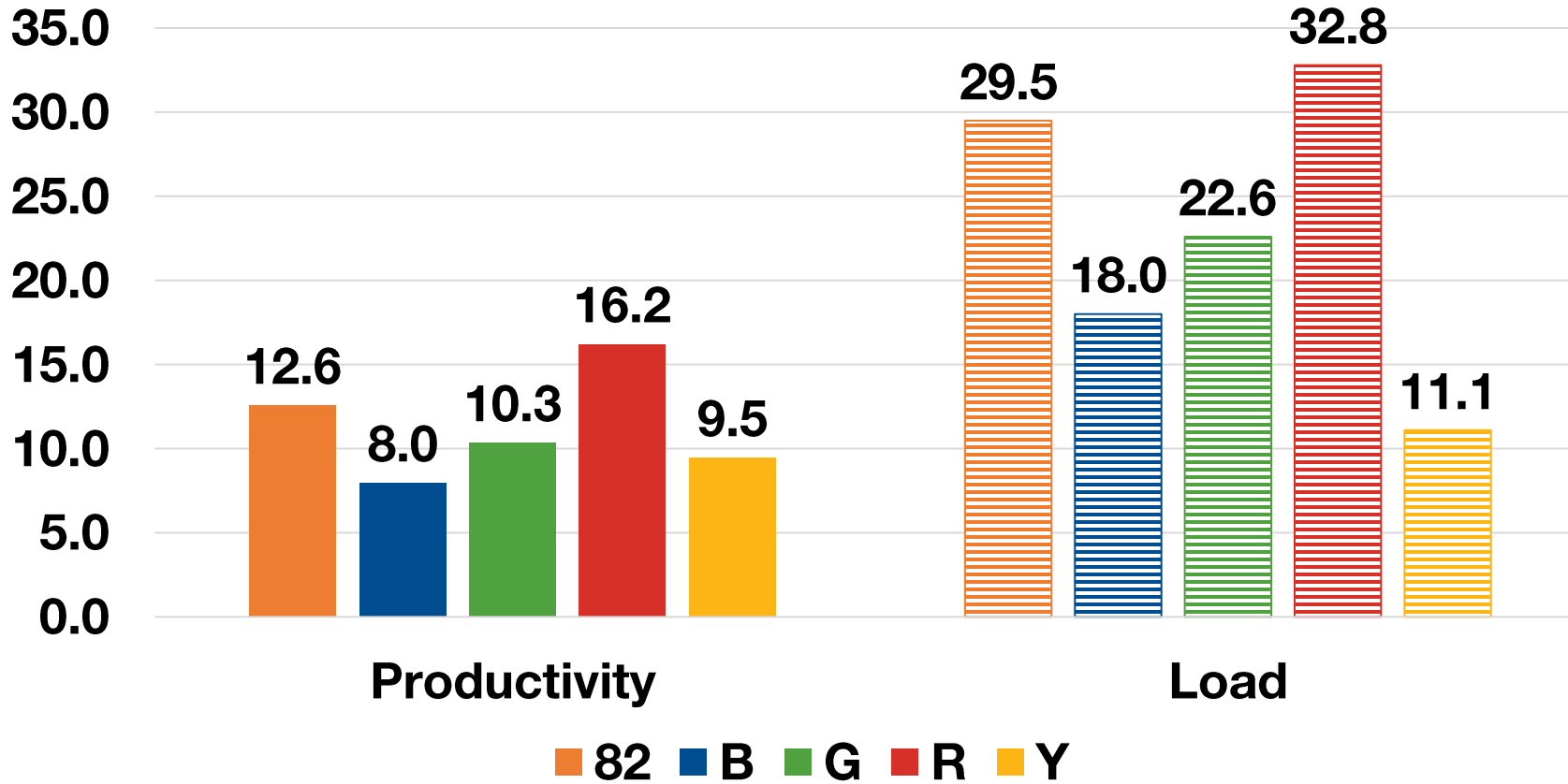


Quarterly Productivity

Q1 Productivity (Mode)



Express Quarterly Productivity



Productivity = Pass/Revenue Hour
Load = Pass/Roundtrip

82 – Fairfield/VTC to San Francisco
B – Davis/Dixon to WC BART
G – Fairfield to ECDN BART
R – Fairfield/VTC to ECDN BART
Y – VTC/Benicia to WC BART

Q1 Missed Trips As % of Scheduled Trips

Mode	Missed	Scheduled	%
Local	69	19,253	0.36%
School	1	316	0.32%
Express	44	11,076	0.40%
ADA	1	5,196	0.02%
Total	115	35,841	0.32%

Local Missed Trips (Route)

Route	Q1 FY25 Missed Trips	Q1 FY26 Missed Trips
1	28	10
2	15	6
3	27	16
4	6	6
5	10	8
6	10	6
7A	11	3
7B	12	1
8	7	13
15	0	1
17	0	0
38	0	0
Total	126	70

Express Missed Trips (Route)

Route	Q1 FY25 Missed Trips	Q1 FY26 Missed Trips
82	5	2
B	4	3
G	15	16
R	31	18
Y	6	5
Total	61	44

Performance

How well was service provided and communicated?

- On-Time Performance
- Customer Service

Trending Punctuality (Mode)

Mode	Average OTP	Contract OTP	Goal OTP
Local	71%	75%	80%
Express	72%	70%	80%
ADA	71%	90%	90%

Trending Punctuality (Mode)



Customer Service Calls

Quarter	Total Calls	Avg. Calls/Day	Avg. Speed of Answer	Avg. Hold Time	Avg. Handle Time
Q1	10,614	115	8 seconds	1:21 minutes	1:59 minutes

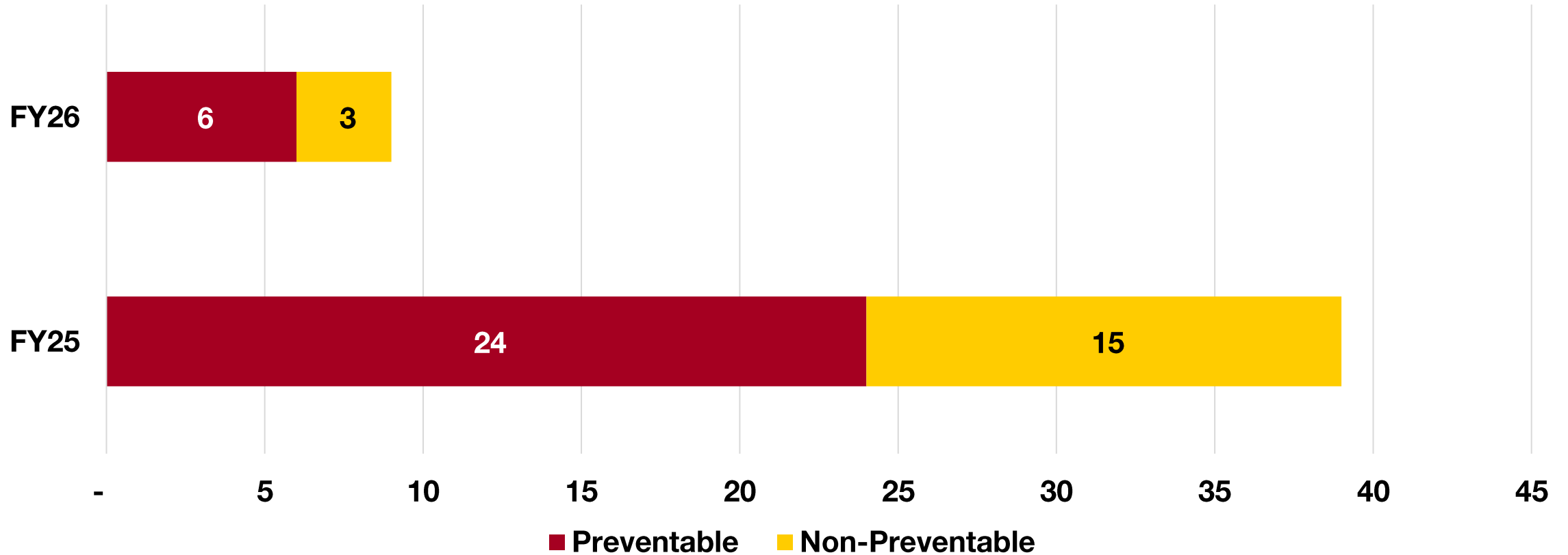
The call center is operated by 5 customer service representatives working at a time.

Safety

Was service provided safely?

- Accident Metrics

Trending Accidents YTD (Type)



Questions?