

HOW DOES DIAL-A-RIDE WORK?

When you call for service, you are given a 15 minute period as an approximate pick up time. Please be ready for the bus to arrive at the start of this 15 minute period as the bus will stand by for just one minute. We make every effort to deliver you to your destination quickly, but you may share the bus with other riders who are going in the same general direction. For more information and trip planning assistance, call (530) 742-2877 (TTY 634-6889).

HOW DO I REQUEST SERVICE?

Call us at (530) 742-2877 (TTY 634-6889) up to two weeks (14 days) in advance to request service. Our call center is available weekdays from 5:00 a.m. to 10:00 p.m. and Saturdays from 8:00 a.m. to 6:00 p.m. We will ask you for:

- Your name
- What day you want to travel
- Where you want to be picked up
- Where you want to go
- When you want to arrive
- The number of people in your party
- If a wheelchair lift is needed

When we confirm your service, we will give you a 15 minute period as an approximate pick up time.

COMING SOON: TapRide Dial-A-Ride APP



Instead of calling dispatch, requesting a Dial-A-Ride trip or tracking your bus in real-time will soon be just a tap away! When available, just download the free **TapRide** app to your smartphone or tablet and select "Yuba-Sutter Transit" as your system. From the menu, create an account and follow the directions to request or cancel a trip, track the bus that has been assigned to pick you up or be notified when your bus has arrived. Go to **YubaSutterTransit.com** for more information and tips for using this exciting new service.

RIDER TIPS

- Remember to schedule your return trip when you call for service, if possible, and call us if you must cancel your reservation.
- Don't wait until the last minute to call for a reservation. You can call up to two weeks (14 days) in advance, so call as soon as you know that you will need a ride.

- For best service availability, try to schedule your appointment away from the busy early morning and early afternoon periods.
- If you have a regular appointment, request a standing reservation that will continue until you adjust or cancel it.
- Deposit exact fare. Driver's do not make change.

COMPLEMENTARY ADA PARATRANSIT

In accordance with the Americans with Disabilities Act (ADA), Yuba-Sutter Transit offers specialized transportation comparable to the public bus service for individuals who are unable to ride fixed route transit due to a disabling condition. ADA paratransit service is origin-to-destination, shared ride transportation offered during the same days and hours the fixed route operates. Service is available on a pre-arranged basis for any trip purpose within the designated service area (3/4 mile radius of a local fixed route). Each one-way trip on ADA paratransit is \$3.00 and some additional boarding assistance is available to those that need it.

If you feel that you may be eligible for ADA paratransit service, you must apply through Yuba-Sutter Transit's Administrative Office and be found eligible for the service according to ADA guidelines. For more information or to request a copy of the ADA Paratransit Rider's Guide or ADA Eligibility Application, call (530) 634-6880 (TTY 530-634-6889) or visit www.yubasuttertransit.com.

PERSONAL CARE ATTENDANT

If you need assistance to travel or at your destination, riding with a personal care attendant is strongly encouraged. A personal care attendant is not required to pay a fare and must be picked up and dropped off at the same location as the passenger. You must reserve space for your personal care attendant when scheduling a trip.

A passenger's need for a personal care attendant should be established during the application process. If you didn't need a personal care attendant when you first applied for service and now need one, call Yuba-Sutter Transit at 530-634-6880 to request that a personal care attendant form be mailed to you.

HOW IS A PHOTO I.D. CARD OBTAINED?

Call (530) 634-6880 (TTY 634-6889) for a Senior/Disabled Certification Application or print copies from our website at www.yubasuttertransit.com.

A Connect Card photo I.D. can be purchased for \$5.00 by eligible seniors and persons with disabilities from 9:00 a.m. to noon and 1:00 p.m. to 4:00 p.m. each weekday at the Yuba-Sutter Transit Administrative Office at 2100 B Street in Marysville.

CONNECT CARD

The Connect Card is the easy way to pay transit fares. It is a plastic, reloadable smart card with an embedded computer chip that can store cash value and/or monthly passes for any basic or discounted fares. It is also accepted by Sacramento Regional Transit and other transit providers in the Sacramento area.

Visit **ConnectTransitCard.com** to get started. Once you initially order and load your full fare* Connect Card online, you'll receive it in the mail in 3 - 5 days. Just tap it on the Connect Card reader when you board any Yuba-Sutter Transit bus and reload as needed.

**Discount fare passengers must visit the Yuba-Sutter Transit office for their first Connect Card which will also become their new photo I.D. card for discount fare eligibility purposes.*

MONTHLY PASSES ARE NOT ACCEPTED ON THE DIAL-A-RIDE SERVICE

CONNECT CARD OUTLETS

You can load monthly passes or cash value on the Connect Card at the Bel Air Market in Yuba City, the main Yuba and Sutter County Libraries, the Yuba College Bookstore in Linda and the Yuba-Sutter Transit Administrative Office. In addition, \$10 and \$15 ticket sheets and single ride tickets are available at Yuba-Sutter Transit or by mail. Call (530) 634-6880 for more information.

HOLIDAYS

Yuba-Sutter Transit does not operate any service on the following holidays:

- | | |
|-------------------------------|------------------|
| New Year's Day | Independence Day |
| Martin Luther King's Birthday | Labor Day |
| President's Day | Thanksgiving Day |
| Memorial Day | Christmas Day |



Yuba-Sutter Transit

Dial-A-Ride Information

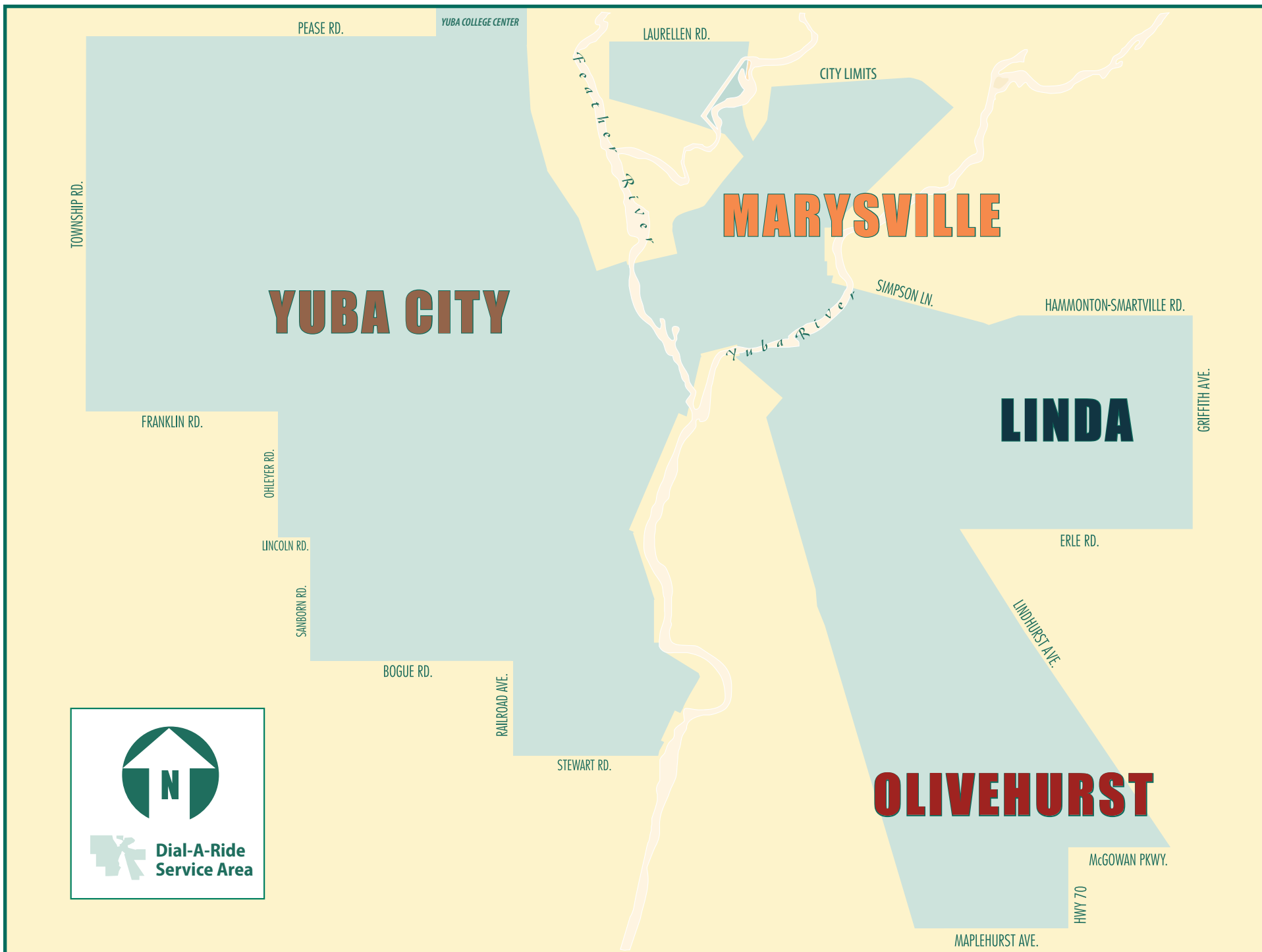


Yuba-Sutter Transit

**Subject to change without notice.
Materials available in accessible formats
upon request. Call (530) 634-6880.**

**Service Information
(530) 742-2877
(TTY) 634-6889
www.yubasuttertransit.com
Effective July 1, 2019**





ADA Paratransit service extends up to 3/4 of a mile from any urban fixed route regardless of the boundaries shown above.

WHAT IS DIAL-A-RIDE?

Dial-A-Ride is a demand response, curb-to-curb, shared ride transportation service for seniors (age 65+) and persons with disabilities. Rides are available by advance phone reservation on a first-come, first-served basis to eligible passengers.

Dial-A-Ride service is provided exclusively within the area shown on the map below from 6:30 a.m. to 9:30 p.m. on weekdays and from 8:30 a.m. to 5:30 p.m. on Saturdays. No service is provided on Sundays or designated holidays.

WHO CAN USE DIAL-A-RIDE?

Daytime Dial-A-Ride is designed to meet the special needs of seniors and persons with qualifying disabilities, especially those who are unable to use the local fixed route system.

Call (530) 634-6880 (TTY 634-6889) to determine eligibility or to request a Senior/Disabled Certification Application.

WEEKDAY EVENING ELIGIBILITY

Dial-A-Ride operates without eligibility restrictions after 6:00 p.m. on weekdays. This general public, evening service features lower fares, but all other Dial-A-Ride service boundary and reservation requirements still apply.

DIAL-A-RIDE FARES

Senior (Age 65+)/Disabled/ADA Eligible Fare*	\$3.00
After 6:00 p.m.	\$2.00
Companion Fare (with eligible senior/disabled adult) . . .	\$3.00
After 6:00 p.m.	\$2.00
Basic Fare After 6:00 p.m.	\$4.00
Youth Fare (Ages 5-18) After 6:00 p.m.*	\$2.00
Children - Age 4 and Under With Adult	Free
(Limit of two free fares per adult)	
Ticket Sheets – Twenty 50¢ Tickets	\$10.00
Twenty 75¢ Tickets	\$15.00

*With a Yuba-Sutter Transit senior/disabled/ADA eligible/youth photo identification (I.D.) card; Medicare card; DMV placard I.D. printout; or, a valid driver's license or State issued photo ID (for proof of age only). Valid senior/disabled/ADA eligible/youth photo I.D. cards issued by another transit agency will be honored for up to 21 days. Medicare card and DMV placard holders will be required to provide photo I.D.

**DEPOSIT EXACT FARE
DRIVERS DO NOT MAKE CHANGE**