



YUBA-SUTTER TRANSIT TO CHANGE SERVICE CONTRACTORS

On Tuesday, October 1, 2019, Storer Transit Services will assume responsibility for the operation and maintenance of Yuba-Sutter Transit's system from Transdev Services under a new service contract. Transdev has provided this service for 13 years through two contract cycles after acquiring our previous service contractor in 2006.

Similar to many other small and medium sized public transportation systems, Yuba-Sutter Transit contracts with a private service provider for the operation and maintenance of our services. While the exact nature of this public-private partnership varies from system to system, Yuba-Sutter Transit's contractor provides all of the operating and maintenance personnel necessary to operate the system while the agency provides the vehicles, facilities and administrative oversight.

While such an approach typically results in a lower operating cost compared to similarly sized systems that choose to operate with their own employees, it does require that these contracts periodically be open for competition to make sure that the agency continues to receive the best value. The most recent process resulted in the receipt of four competing proposals, all from well qualified firms including Transdev, with the Board of Directors unanimously selecting Storer as our new service contractor effective October 1st.

While this process is understandably anxiety producing for our current contract staff, Storer is now offering them employment at their existing seniority level with an increase in both wages and paid time off. As a result, though they will be wearing a different uniform, most will continue to serve you when you call dispatch or ride the bus in October. For this same reason, Transdev and Storer management will be working over the next two months to make the transition as smooth as possible for both our contract employees as well as our passengers.

During this transition, we want to especially acknowledge Transdev for their years of service to Yuba-Sutter Transit and we are certainly looking forward to their next service contract proposal.



LABOR DAY HOLIDAY NOTICE

Yuba-Sutter Transit will not be in operation and the Administrative Office will be closed on Monday, September 2, 2019 in observance of Labor Day. Regular service will resume on September 3rd.



CONNECT CARD TIPS

It has been awhile since we last posted Connect Card tips and the July 1st fare increase has made this electronic fare card system even more valuable. This is an updated version to help maximize your use of the new system and minimize your cost of riding the bus.

DAILY CAP – When you pay your cash fare on any local fixed route bus with a Connect Card, you are automatically using the daily cap provision of the new system. The most you will pay each day is now just **TWO** local fares because all taps thereafter are free of charge. Please note that the daily cap is tracked only on the local fixed route system and only for the first fare paid each boarding. If you are traveling in a group, everyone needs their own Connect Card.

LOADING CARDS – Allow 24 to 48 hours for any on-line Connect Card purchase to appear on your card. **Your paper receipt or print-out will not be accepted as proof of payment.** If time is critical, in-person purchases made at any Connect Card outlet are loaded instantly, but only if the card is present.

To eliminate last minute scrambles to load a new pass, regular monthly pass holders should consider using the "Auto-Load" feature. If you don't feel comfortable with that for any reason, maintaining a small cash balance on your card for such occasions will make sure that the bus does not leave the stop without you.

In addition, when purchasing a pass at an outlet, be sure to use the correct language so your card is loaded properly. If you want a disabled monthly pass, ask for "a disabled monthly pass for the month of ____". If you simply ask for \$5 on your card when you really want a discount monthly pass, the attendant may load \$5 in cash value instead.

MONTHLY PASSES ARE NOW VALID ON RURAL ROUTES – All monthly passes are now accepted as fare payment on our three rural routes, but they are only available on a Connect Card.

TAKE CARE OF YOUR CARD – Do not bend, twist, wash or punch holes in your card. If the electronics stop working, it can no longer be read by the card reader on the bus and you will have to pay your fare in cash until you get a replacement card for which you will be charged \$5.

Call (530) 634-6880 or email us at info@yubasuttertransit.com if you have any questions.



SERVICE ANIMAL POLICY REQUIRES DISPLAY OF VALID DOG LICENSE

In an effort to address health and safety concerns by passengers and bus operators regarding the transportation of suspected unlicensed and unvaccinated dogs, Yuba-Sutter Transit adopted a policy in 2013 that all dogs must be vaccinated, licensed and wearing proper tags pursuant to State Law and local ordinances. This provision of Yuba-Sutter Transit's Service Animal and Pet Policy applies whether the animal is a service dog or not.

California law and local ordinances require that **all** dogs by the age of four months be vaccinated for rabies. Local ordinances further require that by the same age they be licensed and at all times wear the proper identification tags as proof of licensing. Depending on the jurisdiction, violation of these provisions is an infraction punishable by a fine of up to \$500 per animal, per incident.

Even properly licensed animals are still prohibited from Yuba-Sutter Transit with two exceptions: 1) It is a guide, service, or signal dog that has been specially trained to assist persons with disabilities and is on a leash or under the control of the person transporting it; or, 2) It is in a completely enclosed and secured cage or carrying case and small enough to fit on the person's lap. In either case, it must not misbehave, endanger or otherwise annoy other passengers.

As a reminder, service dogs are specifically trained to work or perform tasks for persons with disabilities including guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items. Federal Department of Transportation regulations do not recognize companion, therapy or comfort animals as service animals. If unsure that a dog performs a service function, the operator may ask the passenger what tasks the animal has been trained to perform. Service dogs are not required to have a special certificate or license nor wear any special identifying vest or tag other than what is required for any dog while in public.

Service dogs must be under the constant supervision and control of its owner. If it misbehaves, the passenger will be asked to remove his or her dog from the bus. If there are multiple occurrences of misbehavior, the dog's boarding privileges may be revoked. Examples of misbehavior include soiling the bus or growling at or harassing passengers, drivers or other service dogs.

Yuba-Sutter Transit's service animal policy is included as part of our Passenger Policies & Procedures that are available in both English and Spanish translations from the Customer Services tab on our website at www.yubasuttertransit.com.

Call (530) 742-2877 for more information.

FREED SENIOR DIAL-A-RIDE VOUCHER PROGRAM EXTENDED

The FREED Center for Independent Living has provided free transportation vouchers for qualified area seniors for use on Yuba-Sutter Transit's Dial-A-Ride service for many years. This grant funded program has been extended again beginning July 1st. Previous vouchers with expiration dates of June 30, 2019 or earlier are no longer valid and will not be accepted. Valid vouchers are printed on blue or tan paper with an expiration date of December 31, 2019.

The Senior Transportation Vouchers can be redeemed on any Dial-A-Ride bus for their \$3.00 face value. The program is funded by the Area 4 Agency on Aging to provide assistance to older adults, but the minimum Dial-A-Ride age requirement of 65 or more years old still applies. These vouchers can be used for any trip purpose without restriction.

Contact the FREED Program Coordinator at (530) 742-4474 to sign up for the program or for instructions on how to use the vouchers. Call (530) 742-2877 for Dial-A-Ride service information.

CONNECT CARD OUTLETS

Connect Cards can be loaded at the following local sales outlets and on the Connect Card website. Cards can hold up to \$360 in cash value and/or passes for up to three months. Check with each location for current business hours as they may change without notice.

- **Bel Air Market – Yuba City – (530) 755-3991**
[Cash, Check, Credit or Debit]
- **Sutter County Library – Yuba City – (530) 822-7137**
[Cash or Check Only]
- **Yuba County Library – Marysville – (530) 749-7380**
[Cash, Credit or Debit – Fee Applied for Credit/Debit]
- **Yuba College Bookstore – Linda – (530) 741-6998**
[Cash, Check, Credit or Debit]
- **Yuba-Sutter Transit Administrative Office – Marysville**
[Cash, Check, Credit or Debit]
- **Connect Card Website – www.ConnectTransitCard.com**
[Credit or Debit / Auto-Load]

New full fare Connect Cards are available from any sales outlet, but new and replacement discount photo ID Connect Cards are only available during normal weekday business hours at the Yuba-Sutter Transit office in Marysville.

Call (530) 634-6880 for more information.

Yuba-Sutter Transit
2100 B Street
Marysville, CA 95901
Administration: (530) 634-6880
FAX: (530) 634-6888

Service Information: (530) 742-2877 / TTY 634-6889

Web Site: www.yubasuttertransit.com
Connect Card: www.connecttransitcard.com
General Comments/Questions: info@yubasuttertransit.com