

## UPDATED PASSENGER POLICIES AND PROCEDURES ADOPTED AND NOW IN EFFECT

The safety and comfort of the traveling public are among Yuba-Sutter Transit's highest priorities. While passenger behavior in and around transit facilities and vehicles is generally governed by applicable Federal and State laws, transit operators typically adopt formal passenger policies and procedures to establish the particular expectations for their system along with the applicable enforcement provisions that are then broadly communicated internally and externally.

After an extended process, the Yuba-Sutter Transit Board of Directors has now adopted a comprehensive set of passenger policies, practices and procedures to replace and expand on those that had been in place for a generation. The new Passenger Policies and Procedures Guide is posted on our website at [www.yubasuttertransit.com](http://www.yubasuttertransit.com) and is now our guiding policy document for education, training and enforcement purposes. A copy of the guide can also be requested from the Yuba-Sutter Transit office.

Developed with considerable input from our operating personnel, the public and those who advocate on their behalf; the new guide was based largely on a review of how other transit operators (large and small) address a wide range of policy areas. It includes sections on expected conduct when boarding and riding the bus; enforcement and disciplinary procedures; and, general operational policies.

Common issues addressed in the new guide relate to fare payment (failure to pay the full fare or to provide acceptable proof of eligibility for a discount fare); use of priority seating for seniors and persons with disabilities (failure to yield seats for the securement of mobility devices); health and safety issues (smoking at bus stops, passenger hygiene, animals); and, unacceptable on-board behavior (eating, drinking, taking up more than one seat, loud and/or profane conversations). While voluntary compliance is the goal, all of these behaviors persist to some level in every system so the guide also includes effective and appropriate enforcement procedures to assist in reaching the desired level of service experience.

This is not a one-time exercise as particularly noteworthy policies and procedures will be highlighted in this newsletter periodically and we are planning to post a bullet-point summary of key policies inside every bus next year for regular reference by passengers and operating personnel alike.

## SECOND REMINDER HUNDREDS OF PHOTO I.D. CARDS EXPIRE DECEMBER 31<sup>st</sup>

Do you have a discount photo identification (I.D.) card? Does it have an expiration date of either December 31, 2016 or December 31, 2017? If so, it is time to replace it with a new Connect Card discount photo I.D. card before your old card expires and is no longer accepted on the bus.

Discount photo I.D. cards are issued to qualified seniors (age 65 and over), youth (ages 5 – 18) and persons with disabilities as proof of eligibility for all discount fares and Dial-A-Ride service (if applicable). Now issued on a Connect Card electronic fare card, these cards are valid for up to five years and new cards are FREE when exchanged for an expiring card. After a one month grace period, expired cards will not be accepted as proof of eligibility after January 31, 2018.

Photo I.D. cards are available only at the Yuba-Sutter Transit Administrative Office at 2100 B Street in Marysville from 9:00 a.m. to Noon and 1:00 p.m. to 4:00 p.m. each weekday.

Call (530) 634-6880 for more information.



## NOVEMBER HOLIDAY SERVICE & OFFICE SCHEDULE

- Yuba-Sutter Transit will be closed and no service will be operated Thanksgiving Day, **Thursday, November 23<sup>rd</sup>**.
- Sacramento routes will not be operated on **Friday, November 10<sup>th</sup>** in observance of Veteran's Day or on the day after Thanksgiving, **Friday, November 24<sup>th</sup>**, but all other services will operate as scheduled on those days.
- The Yuba-Sutter Transit Administrative Office will be closed on **November 10<sup>th</sup>, 23<sup>rd</sup> and 24<sup>th</sup>**.



## CONNECT CARD UPDATES

**NEW CONNECT CARD SALES OUTLET** – The Yuba College Bookstore in Linda has joined the main branch of the Sutter County Library in Yuba City and the Yuba County Library in Marysville as a Connect Card sales outlet. So your electronic Connect Cards can now be loaded with monthly passes or cash value at any of these locations; on-line at [www.ConnectTransitCard.com](http://www.ConnectTransitCard.com); or, at Yuba-Sutter Transit's administrative office in Marysville.

**ELECTRONIC DAILY PASS** – If you are a cash fare passenger, only the Connect Card offers a no-risk electronic daily pass or daily cap equal to three cash fares in a service day on the local fixed route system – \$3 for full fare passengers and \$1.50 for discount passengers. Each cash fare transaction is tracked until the three fare limit is reached after which no additional fare is deducted for the rest of that day.

The daily pass is tracked only for the first fare paid with each boarding and does not apply to additional passengers using the same card so everyone needs their own Connect Card to take advantage of this feature. In addition, paper transfers are not issued or accepted when using the Connect Card.

**END OF PAPER PASS SALES IN OUTLETS** – Beginning Monday, December 18<sup>th</sup>, paper monthly passes will not be sold in any Yuba-Sutter Transit sales outlet. Paper passes will continue to be available from Yuba-Sutter Transit's administrative office until they are phased out entirely along with transfers sometime in early 2018 except for the combined Yuba-Sutter Transit / Sacramento Regional Transit commuter pass which will only be available electronically.

**CONNECT CARDS WILL SOON BE REQUIRED FOR ALL MONTHLY PASSES** – When paper passes are phased out next year, all monthly passes will have to be loaded on a Connect Card. Because every discount fare passenger will need their picture taken for a discount photo ID Connect Card, area seniors (age 65 and over), disabled and youth (ages 5 – 18) should be making plans to visit the Yuba-Sutter Transit office soon for their discount photo ID Connect Card while they are still free of charge during this transition period.

**YOUTH PHOTO ID CONNECT CARDS** – For a discount photo ID Connect Card, youth must come to the Yuba-Sutter Transit office with a parent or guardian along with some official proof of age and photo identification. In addition to loading monthly youth passes, a youth photo ID Connect Card or other suitable proof of age will ultimately be required for cash fares as well. The process takes less than 10 minutes and future monthly passes or cash value loads can be done online or at any sales outlet.

**MORE INFORMATION** – For answers to frequently asked questions, visit [www.ConnectTransitCard.com](http://www.ConnectTransitCard.com) or call the Connect Card Customer Service line at (916) 321-2877, Monday – Friday from 8:00 a.m. to 5:00 p.m.

For all local fare questions or for more information on how to get a discount photo ID Connect Card, please call (530) 634-6880 or email [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com).

## CONNECT CARD OUTLETS

Connect Cards can now be loaded with monthly passes or cash value at all Yuba-Sutter Transit sales outlets. Paper monthly passes are still available at these same locations in limited quantities from the 24<sup>th</sup> of the month until the 7<sup>th</sup> of the following month while \$10 ticket sheets are available all month while supplies last. Check with each location for current business hours as they may change without notice.

- **Sutter County Library – Yuba City – (530) 822-7137**  
[Cash or Check Only]
- **Yuba County Library – Marysville – (530) 749-7380**  
[Cash, Check, Credit or Debit (fee applied for credit/debit)]
- **Yuba College Bookstore – Linda – (530) 741-6998**  
[Cash, Check, Credit or Debit]

All electronic and paper fare media is available throughout the month during normal business hours in the Yuba-Sutter Transit administrative office in Marysville. Paper passes and ticket sheets are also available by mail from the same office.

- **Yuba-Sutter Transit Administrative Office – Marysville**  
[Cash, Check, Credit or Debit]

Call (530) 634-6880 for more information.

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**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](http://www.yubasuttertransit.com)**  
**Connect Card: [www.connecttransitcard.com](http://www.connecttransitcard.com)**  
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