

November 2018

Volume 29 – Number 10

## CONTRACT AWARDED FOR COMPUTERIZED DISPATCH & VEHICLE TRACKING SYSTEM

### ----- WILL INCLUDE REAL-TIME BUS ARRIVAL INFO & AUTOMATED ON-BOARD STOP ANNOUNCEMENTS

At their October 18<sup>th</sup> meeting, the Yuba-Sutter Transit Board of Directors awarded a contract to DoubleMap for a comprehensive technology package that will transform how passengers interact with our services. The new system, which is being funded by the state Proposition 1B (1996) Transit Security Grant Program, is expected to be fully operational by some time next summer.

While the new system will enhance nearly every area of the operation, the most prominent feature for passengers will likely be the availability of real-time bus arrival information and service alerts from any internet connected device. No more calling the office or just staring down the street wondering when your bus will arrive – you will be able to check on it from any smart phone, tablet or computer!

DoubleMap, with public and private sector clients nationwide, provides a fully integrated single vendor solution for computer assisted dispatching, automatic vehicle tracking, automated bus stop announcements, real-time arrival information and passenger alerts. All of this information also provides a host of data for service monitoring and management purposes and the system is expandable to include new and innovative service solutions in the future.

Watch this newsletter for regular implementation updates or contact Adam Hansen at [adam@yubasuttertransit.com](mailto:adam@yubasuttertransit.com) or (530) 634-6880 for more information.

## NOVEMBER BOARD MEETING HAS BEEN CANCELED

The regular November meeting of the Yuba-Sutter Transit Board of Directors has been canceled. Unless otherwise noticed, regular monthly board meetings are held at 4:00 p.m. on the third Thursday of each month in the Board of Supervisors Chambers of the Yuba County Government Center at 815 Eighth Street in Marysville. The next meeting is scheduled for 4:00 p.m. on Thursday, December 20, 2018.

Call (530) 634-6880 for more information.

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

Are you using an old Yuba-Sutter Transit photo identification (ID) card as proof of eligibility for any discount fares? Does it have an expiration date of December 31, 2018 or earlier? If so, it is time to replace it with a new Connect Card discount photo ID card.

Discount photo ID cards are issued to qualified seniors (age 65 and over), youth (ages 5 – 18) and persons with disabilities as proof of eligibility for discount fares and for Dial-A-Ride service as applicable. Issued on a Connect Card electronic fare card, the new cards are valid for up to five years and they are FREE when exchanged for an expiring card. Hundreds of these cards will expire on December 31<sup>st</sup> and will not be accepted as proof of eligibility after a one month grace period.

Photo ID cards are available only at the Yuba-Sutter Transit office at 2100 B Street in Marysville. The office is open weekdays from 8:00 a.m. to noon and 1:00 p.m. to 5:00 p.m.

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 22<sup>nd</sup>**.
- Sacramento routes will not be operated on **Monday, November 12<sup>th</sup>** in observance of Veteran's Day or on the day after Thanksgiving, **Friday, November 23<sup>rd</sup>**, but all other services will operate as scheduled on those days.
- The Yuba-Sutter Transit Administrative Office will be closed on **November 12<sup>th</sup>, 22<sup>nd</sup> and 23<sup>rd</sup>**.



## FREE WI-FI SERVICE ON COMMUTER BUSES A BIG HIT

After just a few months of availability, the free Wi-Fi service on Yuba-Sutter Transit’s 13 big green commuter buses has proven to be wildly popular. So much so, in fact, that we want to provide a little explanation here as to how the system works and how you can help make it better for everyone on-board.

First, when connecting you will see two choices – “Yuba-Sutter Transit Wi-Fi 2.4Ghz” and “Yuba-Sutter Transit Wi-Fi 5Ghz”. The first is a 2.4 GHz wireless connection and the other is a 5 GHz connection. Both work equally well, but the 5 GHz frequency will provide faster data rates at a shorter distance while 2.4 GHz offers wider coverage at a slower speed so choose the one that works best for your application.

Second, each bus has an independent Verizon 4G LTE plan that provides unlimited data, but after 25GB are used the speed slows to 300kbps for the remainder of the billing cycle. The good news is that the data plan resets after the 8<sup>th</sup> of each month, but we have noticed that many buses consume the base allotment by the first of each month.

Finally, the cellular connection has a finite bandwidth so multiple devices streaming video at the same time will slow down the speed for everyone. In addition, besides hogging bandwidth, streaming video quickly consumes the monthly data allotment further degrading the service. For this reason, please be selective in what you stream so everyone can enjoy the free Wi-Fi and their commute.



## CONNECT CARD TIPS

Over half of Yuba-Sutter Transit’s passengers now board the bus with a Connect Card so here are a few tips to maximize your benefits and minimize your frustrations.

**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. The most you will pay each day is three local fares and all taps thereafter are free of charge. Please note that the daily cap is tracked only for the first fare paid each boarding so everyone needs their own Connect Card if you are traveling in a group.

**LOADING CARDS** – Allow 24 to 48 hours for any online 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 if the card is present.

**OUTLET PURCHASES** – When purchasing products at a sales outlet, be sure to use the correct language. For example, if you want a disabled monthly pass, ask for “a disabled monthly pass for the month of \_\_\_\_”. If you ask for \$5 on your card when you really want a discount monthly pass (and they do), the attendant may load \$5 cash value instead (and they have). Even then, check your receipt before you leave the outlet to make sure that your card was loaded properly.

**DON’T ABUSE YOUR CARD** – Do not bend, twist, wash or punch any 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. While replacement cards cost \$5, the good news is that any remaining cash value or monthly passes can be transferred to your new card.

If you have any questions, please contact the administrative office at (530) 634-6880 or at [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com).

## CONNECT CARD FARE 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. All sales outlets also sell sheets of twenty \$0.50 tickets for \$10 each. 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, 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](http://www.ConnectTransitCard.com)**  
[Credit or Debit / Auto-Load]

New full fare Connect Cards are available from any sales outlet, but 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.

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