



SERVICE ANIMAL POLICY REQUIRES DISPLAY OF VALID DOG LICENSE

To address the health and safety concerns of passengers and bus drivers 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 dog is a service animal 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 dog, per incident.

Even properly licensed animals are still prohibited from all Yuba-Sutter Transit buses 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 animals 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 bus driver may ask the passenger what tasks the animal has been trained to perform. Service animals are not required to have a special certificate or license nor wear any special identifying vest or tag other than what is required while in public.

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

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

The FREED Center for Independent Living has for many years provided free transportation vouchers for qualified area seniors for use on Yuba-Sutter Transit's Dial-A-Ride service. Valid program vouchers now have an expiration date of June 30, 2024. Vouchers with earlier expiration dates will not be accepted.

The FREED program provides Senior Transportation Vouchers that can be redeemed on any Dial-A-Ride bus for up to the face value of \$3.00. The vouchers can be used for trips to health care appointments, shopping, or other essential services. The vouchers are funded through the Area Agency on Aging and are subject to all Dial-A-Ride age limits and service policies.

Please contact FREED at (530) 742-4474 to sign up for the program or for instructions on how to use the vouchers.



HOLIDAY SERVICE NOTES

Yuba-Sutter Transit will not be in service, and the Administrative Office will be closed on **Monday, February 19th** in observance of **President's Day**. However, all services will operate as scheduled on **Monday, February 12th** when some may be observing **Abraham Lincoln's Birthday**.

And don't forget that **Valentine's Day** is just around the corner as well on **Wednesday, February 14th**. Wouldn't it be a great gift for your transit riding friends or loved ones to load a monthly pass or some cash value on their Connect Card? All you need is their card number!

Call (530) 634-6880 for more information.



SERVICE NOTES

SACRAMENTO COMMUTER E-MAIL ALERT LIST – We have a database of more than 450 e-mail addresses for any service and program updates on our Sacramento Commuter and Midday Express services. If you use this service and have not received an e-mail from us in the last few months, then you are probably not on our list. Make sure that you are registered on our website under the “Stay Informed” tab to receive future Sacramento Service Alerts.

LOCAL & RURAL SERVICE E-MAIL ALERT LIST – For those who use any of our local and rural services, a similar e-mail alert list is also available under the same “Stay Informed” tab on our website.

NEWSLETTER E-MAIL LIST – Under the same topic of staying informed, never miss an issue of our passenger newsletter by signing up on our website under the same “Stay Informed” tab to receive future issues electronically. Just stating the obvious, but you are not on that list if you did not receive this issue by e-mail directly from us.

TRESPASSING & TRASH – Please respect the residents and businesses near our bus stops. Do not trespass on their property for any reason and please use the trash cans either at the stop or on the bus. We need your help to minimize potential conflicts, or some stops may be eliminated.

NO SMOKING WITHIN 20’ OF ANY YUBA-SUTTER TRANSIT BUS, STOP, BENCH OR SHELTER – Please remember that smoking of any kind is expressly prohibited within 20’ of any Yuba-Sutter Transit bus, bus stop, bus stop bench, or bus stop shelter.

DARK & DREARY WEATHER – Less daylight hours combined with the wet and foggy conditions that are common this time of year make it difficult for commuter and even local buses to remain on schedule at times. If such delays are likely to cause a problem for you, please consider riding an earlier schedule.

SEAT ETIQUETTE – Please do not put wet or dirty belongings (or feet) on vacant seats for any reason. The next person who sits in that seat (and it might be you) does not want a soggy surprise.

LOST & FOUND – We are not responsible for what you leave behind on the bus, but check with us before you give up on your umbrella, cell phone, sunglasses, etc. All of these and more found items are removed from buses at the end of each service day. Non-perishable items are kept for at least 30 days after which time they are subject to donation to a non-profit organization of our choice. So, if you think you lost something on the bus, call our Administration Office at (530) 634-6880.

ADMINISTRATIVE OFFICE HOURS – The customer service counter in the Yuba-Sutter Transit Administrative Office at 2100 B Street in Marysville is open weekdays from 8:00 a.m. to Noon and from 1:00 p.m. to 5:00 p.m. We are closed for lunch except by appointment.



REPLACE EXPIRING CONNECT CARDS

Discount photo-identification Connect Cards are typically issued for five years. Many are now beginning to expire and **need to be replaced before they expire because expired cards will not work.** Discount card holders (youth, seniors, and persons with disabilities) should regularly check the expiration date on their card to see if it is approaching. If so, bring your card to our Administrative Office during normal business hours where we will confirm your current information and issue you a new card (with a new picture) at no cost.

For Connect Card questions, please contact the Administrative Office at (530) 634-6880 or by email at info@yubasuttertransit.com.

CONNECT CARD SALES OUTLETS

Connect Cards may be loaded at any of the sales outlets below or on the Connect Card website. 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 Administrative Office in Marysville. Call (530) 634-6880 for more information.

Please check with locations for current business hours as they may change without notice.

- **Sutter County Library – Yuba City – (530) 822-7137**
Monday – Thursday, 9:00 am – 6:00 pm
Friday & Saturday, 9:00 am – 5:00 pm
[Cash or Check Only]
- **Yuba County Library – Marysville – (530) 749-7380**
Tuesday – Friday, 12:00 – 6:00 pm & Saturdays 9:00 am – 1:00 pm
[Cash, Credit or Debit – Fee Applied for Credit/Debit]
- **Yuba College Bookstore – Linda – (530) 741-6998**
Weekdays, 8:30 am – 3:00 pm
[Cash, Check, Credit or Debit]
- **Yuba-Sutter Transit Administrative Office – Marysville**
Weekdays, 8:00 am – Noon & 1:00 – 5:00 pm
[Cash, Check, Credit or Debit]
- **Connect Card Website – www.ConnectTransitCard.com**
[Credit or Debit / Auto-Load]

Yuba-Sutter Transit
2100 B Street
Marysville, CA 95901

Administration: (530) 634-6880
Service Information: (530) 742-2877

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