



FINAL IMPLEMENTATION STEP SET FOR JULY 1, 2018

**PAPER TRANSFERS & PAPER MONTHLY PASSES
WILL NO LONGER BE ISSUED OR ACCEPTED**

**SACRAMENTO PUNCH CARDS &
DISCOUNT TICKET BOOK TICKETS WILL NO
LONGER BE ACCEPTED OR EXCHANGED**

The final step to implement the new Connect Card electronic fare card system has been set for July 1, 2018. On this date, paper local fixed route transfers and paper monthly passes will no longer be issued or accepted. The last paper monthly passes will expire on Saturday, June 30th which is also when the last paper transfers will be issued.

While paper monthly passes will continue to be sold and accepted through the June period, they are now only available from the Yuba-Sutter Transit office. Starting with the July monthly passes, they will only be available electronically on a Connect Card. This will not be a problem for most pass users as 70 percent of all monthly passes are now being sold on a Connect Card – well over 90 percent of all disabled and senior monthly passes and 75 percent of all Sacramento passes.

The most significant change will be for cash fare passengers who ride multiple local fixed route buses each day as paper transfers will no longer be issued starting Monday, July 2nd. Cash fare passengers will instead pay the applicable fare each time they board a local fixed route bus unless they take advantage of the daily cap provision of the Connect Card.

The electronic daily cap acts as a no-risk daily pass equal to three local fixed route cash fares in a single service day and it is available only to Connect Card users since each transaction is tracked by the card. When the three fare limit has been reached, no additional fare is deducted beginning with the fourth tap that day. The daily cap is tracked 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.

Also effective July 1st, Sacramento punch cards (\$80 value) and discount ticket book tickets, which have not been sold since June 2017, will no longer be accepted on the bus or exchanged for Connect Card credit toward the purchase of Yuba-Sutter Transit pass products. If you still have these retiring fare products, you have until June 30th to either use them or exchange them toward the purchase of Yuba-Sutter Transit pass products on a Connect Card at the original purchase price.

General public Connect Cards are available on-line at www.ConnectTransitCard.com, at any local sales outlet or at the Yuba-Sutter Transit office. New or replacement senior, disabled and youth discount photo Connect Card ID cards are only available at the Yuba-Sutter Transit office and only with valid proof of eligibility. Old discount photo ID cards will continue to be accepted as valid proof of eligibility for discount cash fares until they expire, but a discount photo ID Connect Card will be required for monthly senior, disabled and youth passes beginning July 1st. In addition, for cash fares, the daily cap can only be tracked with a Connect Card.

There is now no charge for a new general public Connect Card when at least \$5 in fare product (cash or pass) is loaded on the new card. The regular \$5 fee for processing new discount eligibility card applications is also being waived during this transition period. There is still a \$5 fee to replace lost or stolen cards and, subject to current requirements, we continue to accept other forms of discount fare eligibility verification.

For those who do not transition to the Connect Card system, cash will still be accepted and the new \$10 ticket sheets will continue to be sold at all sales outlets for the payment of the appropriate fare on all services without restriction. Because paper monthly passes and transfers will not be available starting July 1, everyone should be making plans now to get their Connect Card well before that date.

For general information or answers to frequently asked questions, visit www.ConnectTransitCard.com or call the Connect Card Customer Service line at (916) 321-2877, Monday – Friday from 6:30 a.m. to 6:30 p.m. For specific Yuba-Sutter Transit fare questions or for more information on how to get a Connect Card discount photo ID card, call (530) 634-6880 or send an email to info@yubasuttertransit.com.

Tip of the Month – Cash value loaded on a Connect Card is not the same as a monthly pass. Please inspect your receipt closely before you leave the retail outlet to confirm that the desired fare product has been loaded properly when an error can still easily be corrected.



STROLLERS, GROCERY BAGS, UTILITY CARTS, ETC.

It has been awhile since we last reviewed our long-standing policy regarding the transport of the wide assortment of carry-on items that people need or want to bring with them on the bus. Carry-on items are allowed on all services with the following restrictions:

- Passengers must be able to personally lift and carry all items on board the bus in a **single** trip/boarding;
- Each passenger is entitled to one seat only so please keep your feet, bags, backpacks, etc. on the floor in front of you or in your lap as appropriate;
- Items must remain firmly within the control of the passenger at all times;
- Items cannot block any aisle, doorway or area reserved for persons in wheelchairs or those who use mobility aids;
- Children must be removed from strollers and the stroller must be folded and stored so as not to block any area listed above;
- Personal utility carts must be similarly emptied, folded and stored (they will not be strapped down in the wheelchair securement area); and,
- Upon the request of the driver, passengers with strollers, personal carts and/or extra personal items are expected to vacate priority seating areas that are reserved for persons in wheelchairs or those who use mobility aids.

Please note that if a passenger is using a wheelchair or other mobility device for something other than its intended purpose (i.e. carrying groceries or personal items), it will be considered a personal utility cart and will **NOT** be treated or secured as a wheelchair. Commercial grocery carts are never permitted on the bus.

This policy is consistent with ADA law and designed to improve safety and service timeliness for all passengers. A large number of grocery bags may block the aisle or take up seating space; loose items can become tripping hazards or dangerous projectiles in an accident; and, large or heavy items require additional time to load and unload causing schedule delays and missed transfers.

If you have a question about any item, please call (530) 742-2877 before you ride to avoid a possible service denial.

FREE TIRE DISPOSAL COUPONS ARE NOW AVAILABLE FOR YUBA-SUTTER RESIDENTS

Yuba-Sutter residents can now request a coupon for the free drop-off of up to 20 residentially-generated passenger car or light truck tires (for rims up to 17 inches in diameter) at either of the two transfer stations operated by Recology Yuba-Sutter.

Funded by a grant from CalRecycle, tire coupons are issued on a first come, first served basis while supplies last through June 30, 2018. The coupons will expire 30 days from the date issued and a valid coupon must be presented when the waste tires are delivered to the drop-off location. Tires do not need to be removed from the rims.

For more information or to request a coupon, call the Regional Waste Management Authority at (530) 634-6890 during normal weekday business hours. Be prepared when you call to provide the number of tires that you have for disposal. This program is for residential use only – no businesses.

CONNECT CARD FARE OUTLETS

Connect Cards can be loaded at the following local sales outlets and on the Connect Card website with up to \$360 in cash value and up to three months of monthly passes. While \$10 ticket sheets are still available at all local sales outlets, paper monthly passes are available only from the Yuba-Sutter Transit office. 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**
[Credit, Debit or Electronic Fund Transfer/Auto-Load]

Please note that personal checks are no longer accepted at the Yuba County Library. Discount photo ID Connect Cards are only available during normal weekday business hours at the Yuba-Sutter Transit office in Marysville. Paper passes and ticket sheets are also available from the same office in person or by mail. 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 Information: info@yubasuttertransit.com