



## SUTTER COUNTY LIBRARY RESUMES CONNECT CARD SALES IN YUBA CITY

The long wait for the return of a Connect Card sales outlet in Yuba City is over. After being closed for more than two-years due to the pandemic and a complete remodel, the beautiful main branch of the Sutter County Library is open and again processing Connect Card transactions at 750 Forbes Avenue in Yuba City.

The Sutter County Library is open Monday through Saturday from 10:00 a.m. to 5:00 p.m. Please note that payments are accepted only by cash or check at this outlet. A list of all Connect Card sales outlets, their current service hours, and acceptable payment methods are listed on the back of this newsletter.

For more information on the programs and services offered at the newly remodeled Sutter County Library, call (530) 822-7137.

## MAY 2020 SERVICE REDUCTIONS SUBJECT OF AUGUST 18<sup>TH</sup> HEARING

The next meeting of Yuba-Sutter Transit Board of Directors will include a public hearing to receive comments on the emergency COVID-19 pandemic related service reductions that were effective May 1, 2020 and have since continued unchanged beyond the allowed one year period without an opportunity for public comment. These cuts were a 50 percent reduction in Route 2 service on weekdays and a 30 percent reduction in the number of peak-hour weekday Sacramento commuter schedules. As proposed, due to continued low ridership, this reduced level of service would become permanent.

The hearing is set for 4:00 p.m. on Thursday, August 18<sup>th</sup> in the Yuba County Government Center at 915 Eighth Street in Marysville. Written testimony can be provided by mail to Yuba-Sutter Transit at 2100 B Street, Marysville, CA 95901; by email to [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com); or by FAX at (530) 634-6888. Written communication must be received at or prior to the hearing to be considered. Verbal testimony can be provided in person at the hearing or by telephone at (530) 634-6880 prior to the hearing.



## PUBLIC ENGAGEMENT COMPONENT NOW UNDERWAY

The public engagement portion of the Yuba-Sutter NextGen Transit Plan is a dynamic and flexible effort to solicit and encourage input and collaboration with passengers, key stakeholder organizations, and community members from throughout the service area at key milestones during the development of the plan.

Early milestones include understanding existing conditions, transit user challenges, and potential areas of improvement. Later milestones for which public input will most certainly be needed include review of the initial transit improvement recommendations and reviewing the draft transit plan.

Public input strategies include stakeholder interviews, online surveys, and public meetings all designed to engage elected officials, social service providers, major employers, affordable housing providers, medical facilities, schools and colleges, and the community at large. Stakeholder interviews will be completed by the end of the summer.

The first public opportunity will be the online survey that will begin in late summer or early fall. QR codes and online links for the survey will be posted on buses and in key areas around the community. They will also be on the plan website at [www.yubasutternextgen.com](http://www.yubasutternextgen.com) where you can learn more about the project and register for regular project updates including notifications on all input opportunities. **We want to hear from you early and often so please sign up today!**

Project staff are now working on the system analysis with preliminary recommendations to be presented in October both in person and on the project website. Final recommendations will be released for public feedback in January/February 2023 with plan adoption now scheduled for April or May. Watch future issues of this newsletter for regular plan updates. If you didn't receive this issue by email, sign up today using the "Stay Informed" tab in the "Quick Links" section of our website home page to receive newsletters electronically.

Email plan comments/suggestions to [nextgentransitplan@gmail.com](mailto:nextgentransitplan@gmail.com) or contact Adam Hansen at (530) 634-6880.



## CONNECT CARD TIPS

Two-thirds of Yuba-Sutter Transit's passengers board the bus with a Connect Card so here are some useful tips to help maximize your use of the fare card system **AND** minimize your cost to ride the bus.

**REGISTER YOUR CARD** – If your card is lost or stolen, the remaining cash balance or any monthly passes on that card can be transferred to another card, but only if it has been registered. Discount photo ID Connect Cards are registered when they are issued, but general public cards must be registered to activate this cost-saving feature.

**DAILY CAP** – When you use a Connect Card to pay your cash fare on any local fixed route bus, you are automatically using the daily cap provision of the system. **The most you will pay each day is just two local fares because all taps thereafter are free of charge.** The daily cap is tracked only on the local fixed route system and only for the first fare paid each boarding so everyone needs their own Connect Card.

**LOADING YOUR CARD** – Allow up to 48 hours for on-line Connect Card purchases to appear on your card. **Your paper receipt, screen shot 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.

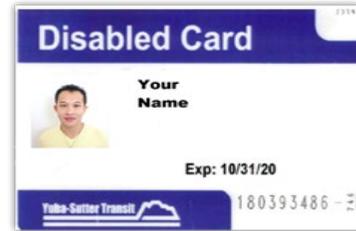
**OUTLET PURCHASES** – When purchasing a pass at an outlet, be sure to use the correct language so your card is loaded properly. If you want a disabled monthly pass, ask for “a disabled monthly pass for the month of \_\_\_\_”. If you simply ask for \$5 on your card when you really want a discount monthly pass, the attendant may load \$5 in cash value instead. Even then, **check your receipt before you leave the outlet** to make sure that your card has been loaded properly.

**AUTO-LOAD** – To eliminate last-minute scrambles to load a new pass or add cash value, regular passengers should consider using the “Auto-Load” feature. If you aren't 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.

**CHECK YOUR CASH BALANCE WHEN YOU BOARD** – When you tap your Connect Card to pay your fare, your remaining cash balance is displayed on the tap device screen. If your cash balance is less than your fare, you will be required to pay your entire fare in cash so make it a practice to check your cash balance each time you board.

**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. Replacement cards do cost \$5, but any remaining cash value or monthly passes can be transferred to your new card, **BUT only if it has been registered.**

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



## REPLACE YOUR CONNECT CARD BEFORE IT EXPIRES

Discount photo-identification Connect Cards are typically issued for five years, and many are now beginning to expire and need to be replaced **before they expire.** Discount card holders (youth, seniors, and persons with disabilities) should regularly check the expiration date on their card (see example above) 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](mailto:info@yubasuttertransit.com).

## CONNECT CARD SALES OUTLETS

Connect Cards can 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 – Saturday, 10:00 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**  
Summer Hours: Monday – Thursday, 10:00 am – 2:00 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](http://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](http://www.yubasuttertransit.com)

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

General Comments/Questions: [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com)