

HOW DO I REQUEST SERVICE?

Call (530) 742-2877 up to two weeks (14 days) in advance to request service. Our call center is available weekdays from 5:00 AM to 8:00 PM and Saturdays from 8:00 AM to 6:00 PM. We will ask you for:

- Your name
- What day you want to travel
- Where you want to be picked up
- Where you want to go
- When you want to arrive
- The number of people in your party
- If a wheelchair lift is needed
- Phone number (optional)
- Email (optional)
- Trip alert notification preferences (SMS text messages, automated phone call or both)*

When we confirm your service, we will give you an approximate 15-minute pick up window. Please be ready for the bus to arrive at the start of this 15-minute period as the bus will only stand by for two minutes.

***Riders can opt-in to receive trip reminder messages the night before, as well as same-day vehicle location updates and options to cancel the trip.*

RIDER TIPS

- Remember to schedule your return trip when you call for service, if possible, and call us if you must cancel your reservation.
- Don't wait until the last minute to call for a reservation. You can call up to two weeks (14 days) in advance, so call as soon as you know that you will need a ride.
- For best service availability, try to schedule your appointment away from the busy early morning and early afternoon periods.
- If you have a regular appointment, request a standing reservation that will continue until you adjust or cancel it.

CONNECT CARD

The Connect Card is the easy way to pay transit fares. It is a plastic, reloadable smart card with an embedded computer chip that can store cash value and/or monthly passes for any basic or discounted fares. It is also accepted by Sacramento Regional Transit and other transit providers in the Sacramento area.

Visit **ConnectTransitCard.com** to get started. Once you initially order and load your full fare* Connect Card online, you'll receive it in the mail in 3-5 days. Just tap it on the Connect Card reader when you board any Yuba-Sutter Transit bus and reload as needed.

**Discount fare passengers must visit the Yuba-Sutter Transit office for their first Connect Card which will also become their new photo I.D. card for discount fare eligibility purposes.*

MONTHLY PASSES ARE NOT ACCEPTED ON THE DIAL-A-RIDE SERVICE

HOW IS A PHOTO I.D. CARD OBTAINED?

Call (530) 634-6880 for a Senior/Disabled Certification Application or print copies from our website at yubasuttertransit.com.

A Connect Card photo I.D. can be purchased for \$10 by eligible seniors and persons with disabilities from 9:00 a.m. to noon and 1:00 p.m. to 4:00 p.m. each weekday at the Yuba-Sutter Transit Administrative Office at 2100 B Street in Marysville.

CONNECT CARD OUTLETS

You can load monthly passes or cash value on the Connect Card at the main Yuba and Sutter County Libraries, the Yuba College Bookstore in Linda and the Yuba-Sutter Transit Administrative Office. In addition, \$15 ticket sheets and single ride tickets are available at Yuba-Sutter Transit or by mail. Call (530) 634-6880 for more information.

COMPLEMENTARY ADA PARATRANSIT

In accordance with the Americans with Disabilities Act (ADA), Yuba-Sutter Transit offers specialized transportation comparable to the public bus service for individuals who are unable to ride fixed route transit due to a disabling condition. Referred to as "ADA paratransit," this service is origin-to-destination, shared ride transportation offered during the same days and hours that the fixed route operates. Service is available on a pre-arranged basis for any trip purpose within the designated service area (3/4-mile radius of a local fixed route). Each one-way trip on ADA paratransit is \$3 and some additional boarding assistance is available to those that need it.

PERSONAL CARE ATTENDANT

If you need assistance to travel or at your destination, riding with a personal care attendant is strongly encouraged. A personal care attendant is not required to pay a fare and must be picked up and dropped off at the same location as the passenger. You must reserve space for your personal care attendant when scheduling a trip.

A passenger's need for a personal care attendant should be established during the application process. If you didn't need a personal care attendant when you first applied for service and now need one, call Yuba-Sutter Transit at 530- 634-6880 to request that a personal care attendant form be mailed to you.



Dial-A-Ride Information



Service Information (530) 742-2877

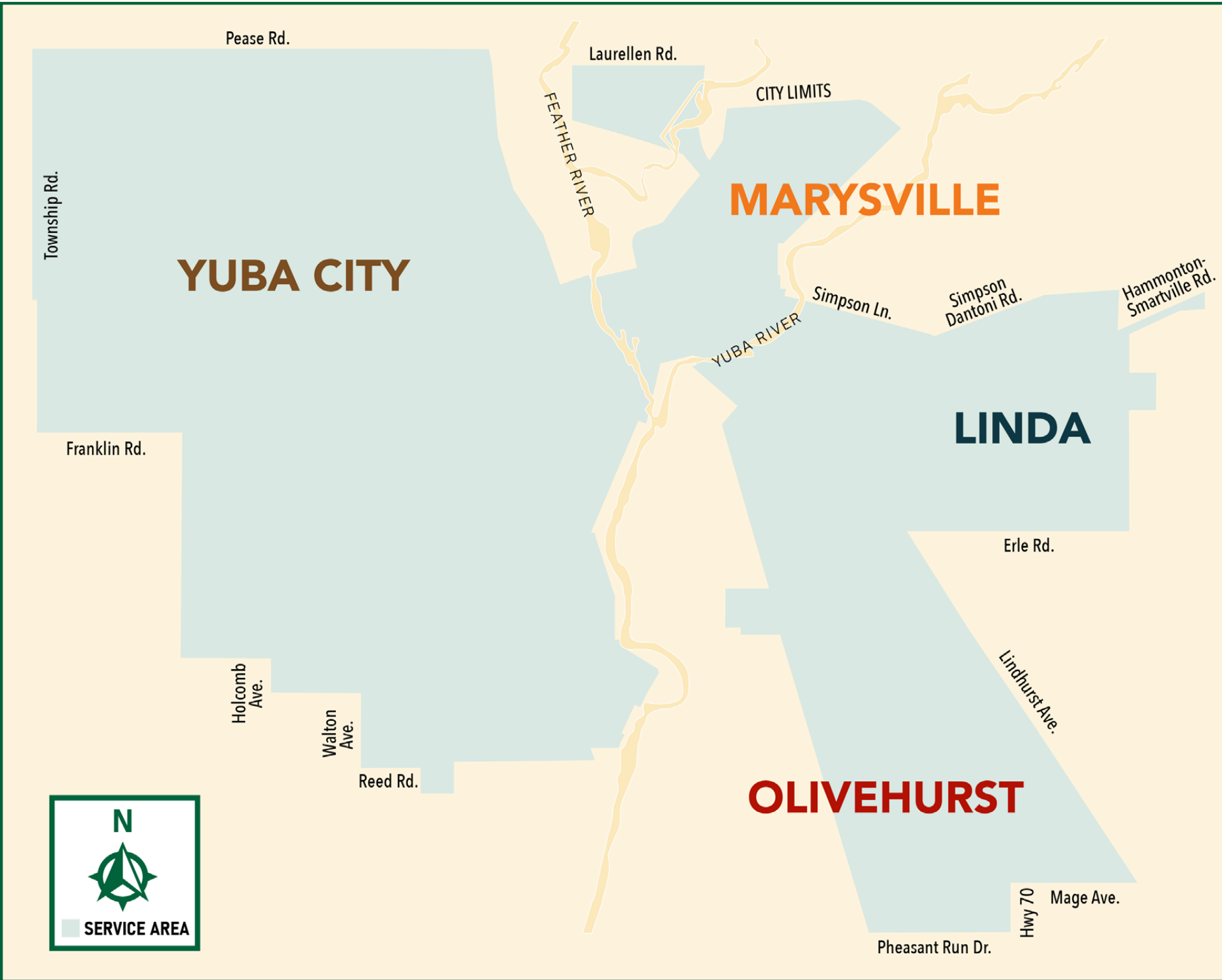
yubasuttertransit.com
Effective January 21, 2025

2100 B St., Marysville, CA 95901
Subject to change without notice.

Materials available in accessible formats
upon request, call (530) 634-6880.

Service Information (530) 742-2877

yubasuttertransit.com
Effective January 21, 2025



WHAT IS DIAL-A-RIDE?

Dial-A-Ride is a demand response, curb-to-curb, shared ride transportation service for seniors (age 65+) and persons with disabilities. Rides are available by advance phone reservation on a first-come, first-served basis to eligible passengers.

Dial-A-Ride service is provided Monday through Thursday from 6:30 AM to 8:00 PM, Fridays from 6:30 AM to 9:30 PM, and Saturdays from 8:30 AM to 5:30 PM. No service available on major holidays. For information or assistance, call (530) 742-2877.

WHO CAN USE DIAL-A-RIDE?

Dial-A-Ride is designed to meet the special needs of seniors and persons with qualifying disabilities, especially those who are unable to use the local fixed route system. Call (530) 634-6880 to determine eligibility or to request a Senior/Disabled Certification Application.

DIAL-A-RIDE FARES

Senior (Age 65+)/Disabled Fare*	\$3.00
Companion Fare.....	\$3.00
<i>With an eligible senior/disabled adult</i>	
Children (Age 4 and under).....	Free
<i>With an adult – limit two free per adult</i>	
Ticket Sheets – Twenty 75¢ Tickets	\$15.00

**With a Yuba-Sutter Transit senior/disabled/youth photo identification (I.D.) card; Medicare card; or DMV placard I.D. printout. Valid senior/disabled/ADA eligible/youth photo I.D. cards issued by another transit agency will be honored for up to 21 days. Medicare card and DMV placard holders may be required to provide photo I.D.*

**DEPOSIT EXACT FARE
DRIVERS DO NOT MAKE CHANGE**

ADA Paratransit service extends up to 3/4 of a mile from any urban fixed route regardless of the boundaries shown on the map.