



## MEMORANDUM

TO: All Yuba-Sutter Transit Passengers  
From: Keith Martin, Transit Manager  
RE: COVID-19 Response Update  
Date: March 20, 2020

Yuba-Sutter Transit and our service contractor, Storer Transit Systems, continues to track the COVID-19 coronavirus outbreak and we remain committed to protecting the health and safety of both our passengers and personnel. While Yuba-Sutter Transit is continuing to operate all services as scheduled, several policy and operational changes will be taken in response to the rapidly changing situation as well as the recent “Shelter-in-Place” order by the State of California.

To encourage “Social Distancing” and minimize the exposure of both passengers and staff alike, the following changes will become effective on **Monday, March 23, 2020** and remain in effect until further notice:

- No fares will be collected or required on Yuba-Sutter Transit’s local or rural fixed routes or on any Dial-A-Ride buses. All Dial-A-Ride eligibility policies will still apply.
- On local fixed route buses, passengers who are physically able will be asked to board and exit the bus through the rear door. The front door will still be available to those requiring a ramp.
- Passengers will not be allowed to sit in the first row of seats on Sacramento Commuter and Dial-A-Ride buses.
- The Yuba-Sutter Transit administrative office will be closed to the public except by appointment. Please call (530) 634-6880 between the hours of 8:00 – Noon and 1:00 – 5:00 for an appointment.

We encourage passengers to limit their use of our services to essential trips only and practice “Social Distancing” to the extent possible at all times. Our aggressive vehicle cleaning schedule and employee education efforts continue, but we still need the cooperation of passengers and employees alike to proactively protect themselves and others through such common sense steps as staying home when they are sick; covering their cough or sneeze; avoiding the touching of their face; and frequent hand washing. For current COVID-19 information, visit [www.cdc.gov](http://www.cdc.gov).

Finally, we expect that targeted service reductions will soon be necessary in response to reduced ridership and/or anticipated staff shortages so we highly recommend that riders sign up for service alerts under the “Stay Informed” tab on our website ([www.yubasuttertransit.com](http://www.yubasuttertransit.com)). We have also added a new “COVID-19” tab for up to date transit-related information. Of course, we will continue to monitor the situation and adapt or add to these steps as conditions change.

For more information, call the Yuba-Sutter Transit administrative office at (530) 634-6880, send an email to [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com) or register for any updates at <https://www.yubasuttertransit.com/stay-informed>.

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