

September 2017

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## ROUTE 1 CORRIDOR ENHANCEMENT PLAN COMMUNITY WORKSHOP

Wednesday, September 20, 2017

9:00 – 10:30 a.m. in the Yuba County Board Chambers  
915 Eighth Street, Marysville, California

Yuba-Sutter Transit is now using a Sustainable Transportation Planning Grant from Caltrans to develop a Corridor Enhancement Plan for Route 1. This key route connects with the other five routes in the system and carries 34 percent of all local fixed route trips. With service between west Yuba City and Yuba College in Linda, Route 1 includes five key transit centers: the Walton Terminal; the Alturas & Shasta Terminal; the Yuba County Government Center; the North Beale Transit Center; and, the Yuba College Transit Center.

Building on the recommendations in the 2015 Yuba-Sutter Short Range Transit Plan, the Corridor Enhancement Plan will provide in-depth analysis and the necessary pre-engineering to support future capital improvements to key transit centers and other facilities along the approximately eight mile long Route 1 corridor. The Corridor Enhancement Plan will recommend preferred alternatives that are sensitive to land use and right-of-way impacts; technically feasible; and, improves operations and the overall ridership experience.

Your input will be a critical component of the planning process which will include a survey and three community open houses. Please join us at the first open house on Wednesday, September 20<sup>th</sup> in the Yuba County Board of Supervisors Chambers. Drop-by anytime between 9:00 and 10:30 a.m. to learn more about the Corridor Enhancement Plan and to provide input on physical improvements to Route 1 transit centers and bus stops. Those interested in providing additional input can then join us for a free bus tour of the key transit centers beginning at 10:30 a.m. from the Yuba County Government Center bus stop. At each site, participants will be asked to analyze and provide comments on the available amenities and recommend future improvements. The tour will return to the Government Center by 12:30 p.m.

An online survey for the Corridor Enhancement Plan is now available at [www.yubasuttertransit.com](http://www.yubasuttertransit.com) through Saturday, September 30<sup>th</sup>. The survey can also be completed during the September 20<sup>th</sup> open house.

For more information regarding the plan or workshop, contact Adam Hansen at 634-6880 ([adam@yubasuttertransit.com](mailto:adam@yubasuttertransit.com)).



## SENIOR FARE & DIAL-A-RIDE AGE ELIGIBILITY INCREASING TO 65 ON SEPTEMBER 1<sup>ST</sup>

The minimum age for senior eligibility for any discount fares and Dial-A-Ride service will increase from 64 to 65 on September 1<sup>st</sup>. This change was approved in 2015 as part of a multi-year increase in the minimum age eligibility to ultimately match the Federal maximum of 65 for any senior half-fare discounts. New service brochures will be on all buses beginning Friday, September 1<sup>st</sup>.

To reduce the impact of this change on our existing riders, anyone who has a currently valid Yuba-Sutter Transit senior eligibility photo identification card will remain eligible whether you have reached age 65 or not. If you are now 64 years old (or will be before September 1<sup>st</sup>) and have never registered for a photo ID card because you use alternate identification such as a driver's license or State ID card for proof of age, you have until August 31<sup>st</sup> to get a Yuba-Sutter Transit senior ID card to maintain your senior eligibility.

All discount photo ID cards (senior, disabled and youth) are issued on a Connect Card electronic fare card and are only available at the Yuba-Sutter Transit Administrative Office in Marysville. Call (530) 634-6880 for more information.



## LABOR DAY HOLIDAY NOTICE

Yuba-Sutter Transit will not be in operation and the Administrative Office will be closed on Monday, September 4, 2017 in observance of Labor Day. Regular service will resume on Tuesday, September 5<sup>th</sup>.

## REVISED PASSENGER POLICIES & PROCEDURES NOW BEING CIRCULATED FOR COMMENT

The safety and comfort of the traveling public are among Yuba-Sutter Transit's highest priorities. While passenger behavior in and around transit facilities and vehicles is generally governed by applicable Federal and State laws, transit operators typically adopt formal passenger policies and procedures to establish the particular expectations for their system along with the applicable enforcement provisions.

For some perspective, we receive complaints from both operating personnel and the public on a number of issues. The most common are related to fare payment (failure to pay the full fare or to provide acceptable proof of eligibility for a discount fare); use of priority seating for seniors and persons with disabilities (failure to yield seats for the securement of mobility devices); health and safety issues (smoking at bus stops, passenger hygiene, animals); and, unacceptable on-board behavior (eating, drinking, taking up more than one seat, loud and/or profane conversations).

These issues are common to all systems as public transportation users in a recent national survey identified their top four most annoying behaviors as: (1) listening to someone talk on their cell phone; (2) passengers refusing to yield their seat to someone who needs it more than they do; (3) people taking up extra seats with personal items; and, (4) people eating messy meals on board the vehicle. Passenger policies and procedures typically address all of these issues and more, yet they persist at some level, so effective and appropriate enforcement is also important to reach the desired level of compliance.

While Yuba-Sutter Transit has numerous passenger policies and specific enforcement procedures, some have not been revisited in a generation and there is no complete set of agency policies, practices and procedures. After a review of a wide range of policy areas and how other transit operators (large and small) address them, proposed passenger policies and procedures were presented to the Yuba-Sutter Transit Board of Directors at their August meeting, at which time staff was directed to circulate them for public review and comment.

We are now actively seeking input from our passengers and those who advocate on the draft Passenger Policies & Procedures document that is now posted on our website at [www.yubasuttertransit.com](http://www.yubasuttertransit.com). This comprehensive document includes sections on expected conduct when boarding and riding the bus; enforcement and disciplinary procedures; and, general operational policies. A copy of the same document can also be requested by mail from the Yuba-Sutter Transit Administrative Office at (530) 634-6880.

A final draft version of these policies and procedures is expected to be presented for Board consideration at their October meeting. Once adopted, a summary of the key policies will be prepared for public notice and dissemination, while the complete version will be posted on the agency website, and otherwise made available upon request.

## NEW RIDE GUIDES AND SERVICE BROCHURES ARE NOW AVAILABLE

All of Yuba-Sutter Transit's service information materials have been revised for the September 1<sup>st</sup> change in the senior age eligibility requirement (see related article) and to incorporate the new Connect Card information.

New Ride Guides and service brochures are now available from the Yuba-Sutter Transit office and will be placed in all buses on September 1<sup>st</sup>. The Yuba-Sutter Transit website will be updated by September 1<sup>st</sup> and all new bus stop information materials will be in place by September 5<sup>th</sup>.

Contact Sandra Anderson ([sandra@yubasuttertransit.com](mailto:sandra@yubasuttertransit.com)) at (530) 634-6880 to request a copy of the new Ride Guide or a service brochure by mail.

## PASS & TICKET OUTLETS

All fare media is available throughout the month during normal business hours in the Yuba-Sutter Transit office in Marysville. Paper passes and ticket sheets are also available by mail from the same office.

- **Yuba-Sutter Transit Administration Office – Marysville**  
Connect Card Fare Media / All Paper Monthly Passes / \$10 Ticket Sheets [Cash, Check, Credit or Debit]

Paper fare media is also available in limited quantities at the following locations. Monthly passes are available at these outlets from the 24<sup>th</sup> of the month until the 7<sup>th</sup> of the following month. Ticket sheets are available all month at the same outlets while supplies last. Check with each location for current business hours as they may change without notice.

- **Sutter County Library – Yuba City – (530) 822-7137**  
All Paper Monthly Passes / \$10 Ticket Sheets [Cash or Check Only]
- **Yuba County Library – Marysville – (530) 749-7380**  
All Paper Monthly Passes / \$10 Ticket Sheets [Cash, Check, Credit (fee applied) or Debit (fee applied)]
- **Yuba College Bookstore – Linda – (530) 741-6998**  
All Paper Monthly Passes / \$10 Ticket Sheets [Cash, Check, Credit or Debit]

Call (530) 634-6880 for more information.

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**Web Site: [www.yubasuttertransit.com](http://www.yubasuttertransit.com)**  
**Connect Card: [www.connecttransitcard.com](http://www.connecttransitcard.com)**  
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