



FINAL DRAFT SACRAMENTO SERVICE PLAN NOW AVAILABLE FOR REVIEW

**SPECIAL EVENING PUBLIC HEARING SET FOR 6:00 PM
ON THURSDAY, SEPTEMBER 21ST**

After an extensive public process, formal input is now being sought on the final draft Sacramento Commuter and Midday Service Plan that, if approved, would reset these routes and schedules to better reflect post-pandemic ridership patterns and traffic conditions for cost-saving purposes. A public hearing has been set for a special evening meeting of the Yuba-Sutter Transit Board of Directors at 6:00 p.m. on Thursday, September 21st. Any service changes that result from this process are expected to become effective November 1, 2023.

The key features of the final draft service plan include:

1. Permanent elimination of the six commuter schedules that were suspended in May 2020,
2. Elimination of the existing 2nd morning and 3rd afternoon Highway 99 schedules,
3. Elimination of the existing 3rd Midday schedule,
4. Schedule changes and realignment of the 1st and 2nd Midday schedules to provide service from Yuba City and the Highway 70 corridor, with return service to all stops upon request,
5. Minor time changes (and some name changes) for the remaining schedules, including a slight push of the last afternoon Highway 99 bus, now departing Sacramento ten minutes later.

The final draft Sacramento service plan is now available on the agency website at www.yubasuttertransit.com, in the Yuba-Sutter Transit office at 2100 B Street in Marysville during normal weekday business hours, or call (530) 634-6880 to request it electronically or by mail. The final draft plan has also been emailed to our list of Sacramento Commuters (**see accompanying story**).

Interested persons may submit comments regarding the proposed route and schedule changes, either verbally or in writing, before or at the public hearing. Written comments can be provided by e-mail to info@yubasuttertransit.com, by mail to Yuba-Sutter Transit at 2100 B Street, Marysville, CA 95901, by phone at (530) 634-6880, or by FAX at (530) 634-6888.



SACRAMENTO COMMUTER EMAIL LIST

Yuba-Sutter Transit maintains a database of more than 450 email addresses for any service and program updates specifically regarding our Sacramento Commuter and Midday Express services. If you use this service and have not received an email from us in the last month, you are probably not on our list. Make sure that you receive all future Sacramento Service Alerts by registering on our website under the “Stay Informed” today.



NEW RIDE GUIDE NOW AVAILABLE

If you haven't already picked one up, get a copy of the new Yuba-Sutter Transit Ride Guide today. You will know that you have the latest Ride Guide if the above picture is on the front cover along with an effective date of September 1, 2023. The new Ride Guide is now available on all buses as well as online at www.yubasuttertransit.com.

The key change in the Ride Guide is that the temporary May 2020 pandemic-related reduction in the frequency of weekday Route 2 service has been made permanent as ridership has not yet rebounded sufficiently to justify more frequent service. The new Ride Guide also includes the new Route 3 bus stop on recently renovated McGowan Parkway at Larson Street in the Olivehurst neighborhood of Johnson Park and minor expansions of the Dial-A-Ride service boundary in south and southwest Yuba City in response to recent city annexations in those areas.

For more information on these changes or to request a new Ride Guide by mail, call (530) 634-6880 or email info@yubasuttertransit.com.

COMMON FARE ISSUES & USEFUL CONNECT CARD REMINDERS

The following fare payment and Connect Card tips are provided to speed passenger boardings, reduce conflicts and minimize your cost to ride the bus.

1. A monthly pass is valid only during the calendar month for which it is purchased (plus a one-day grace period on the first calendar day of the next month). The one-day grace period applies only if the first calendar day is an actual service day. Otherwise, the applicable cash fare must be paid upon boarding without exception.

2. Be prepared to board the bus before it arrives. Have your exact cash fare, tickets, or valid Connect Card (and/or any applicable identification for discount fares) ready for payment or driver inspection every time you board even if you know the driver personally and ride their bus four times a day – others are watching!

3. Do not ask the driver or other passengers for change or to pay for your fare. If you do pay more than the exact value for your fare even if by accident, you will not be reimbursed.

4. Unfold paper currency and tickets completely before you insert them into the farebox. Currency and tickets must be intact, or they are unacceptable. Do not attempt to board with altered or counterfeit currency or tickets as local law enforcement personnel will be summoned.

5. We only accept United States currency.

6. We do not issue transfers but using a Connect Card to pay the cash fare on any local fixed route bus automatically activates the daily cash fare cap provision of the electronic fare card system. As a result, the most you will pay each day is just two local fares because all taps thereafter that day are free of charge. The daily cap is tracked only on the local fixed route system and only for the first fare paid so everyone needs their own Connect Card.

7. Allow up to 48 hours for any on-line Connect Card purchase to appear on your card. Your paper receipt, a screenshot, or a 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.

8. 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 ensure that your card has been loaded properly.

9. 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 are not 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.

10. Check your cash balance every time you board the bus. 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.

11. 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.

12. Take care of your card. Do not bend, twist, wash, or punch holes in your card. If the internal electronics of your card 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 cost \$5, but any unused cash value or monthly passes can be transferred to your new card – but only if it has been registered.

If you have a unique situation or circumstance that requires special consideration, please call the Administration Office at (530) 634-6880 or email us at info@yubasuttertransit.com with any questions **before** you attempt to board the bus.

CONNECT CARD SALES OUTLETS

Connect Cards may 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 – Thursday, 9:00 am – 6:00 pm
Friday & Saturday, 9:00 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**
Monday – Friday, 8:30 am – 3:00 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**
[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
Connect Card: www.connecttransitcard.com
General Comments/Questions: info@yubasuttertransit.com