



COMMUNICATION IN A CRISIS – WHERE CAN YOU FIND THE INFORMATION YOU NEEDED?

What do you do if you are waiting for your bus to arrive and there is a major accident on the highway, an out-of-control protest at the Capitol or a levee failure? Unfortunately, these situations have all occurred in our system and such sudden incidents can significantly impact our service and schedules. Two recent Interstate 5 closures just north of downtown Sacramento at the end of the workday highlighted the need to regularly test and train for such emergencies as well as to regularly communicate how our passengers can best access the information they need.

First, the best phone number for real-time service information is our dispatch line at (530) 742-2877 which you should immediately add to your contact list as it is staffed whenever we have service on the street. Passengers often call our Administration Office phone number at (530) 634-6880 (or are connected to it by Google), but this office is staffed only from 8:00 a.m. to 5:00 p.m. on weekdays and is closed for lunch between Noon and 1:00 p.m. While we are happy to forward your call to dispatch and help find the answers you need, our administrative staff is not in the real-time loop regarding issues on the street. Even if the phone lines are backed up in dispatch, please stay on hold as this is where you should go first with your questions. Feel free to call back during the crisis as conditions can change quickly.

Second, you should immediately download the **DoubleMap** bus tracker mobile app to your smartphone (see the how-to article in this newsletter). This system allows you to follow any of our local, rural and commuter buses in real-time as they make their way along the route. In addition to day-to-day bus location and arrival information, the **DoubleMap** system is where passengers should also go during a service disrupting crisis as important announcements will be released and updated as necessary by our operating staff in real-time through the app. From the **DoubleMap** home screen, just tap the three stripes at the top left and then click on “Announcements” in the drop-down menu to see if we have posted information that you need to know and check back regularly during such events as conditions can change quickly.

Third, you should bookmark our website www.yubasuttertransit.com so you can quickly check to see if we have posted any service notices which will appear as banners on the homepage. Our administrative staff uses these banners to highlight stop closures, service detours and upcoming special events, but they can only be updated during weekday business hours, so they tend not to be real-time information.

Finally, every passenger with an email address should register to receive service alerts which can be done quickly by clicking on the “Stay Informed” tab on our website homepage at www.yubasuttertransit.com. You can sign up to receive Sacramento or Local Service Alerts emails or

other notices such as this newsletter when they are available. Because service alert emails are also released by our administrative staff during regular weekday business hours, they are best used for scheduled events or anticipated service disruptions, so they also tend not to be real-time in nature.

In the future, we will be investigating the use of additional passenger information tools, but we hope that you will take advantage of those that we already have in place. We are committed to getting every one of our passengers back from wherever they may have traveled each service day, but we need your help to do so especially in a crisis.

If you have any questions or suggestions for us on this issue, please call or email Adam Hansen, Planning Program Manager, at (530) 634-6880 or at adam@yubasuttertransit.com.

TRANSIT BOARD MEETING SCHEDULE

Yuba-Sutter Transit's eight-member Board of Directors is composed of two council members or supervisors from each of the four member jurisdictions – Marysville, Yuba City, Sutter County and Yuba County. Unless otherwise noticed, Board meetings are held at 4:00 p.m. on the third Thursday of each month in the Board of Supervisors Chambers in the Yuba County Government Center at 915 8th Street in Marysville.

All Board meetings are open to the public and public input is accepted before action is taken on any agenda item. There is also time on every agenda for comments on non-agenda items. If you are interested in attending a meeting, agendas are posted on our website by the Friday before each meeting date. You can also register to have the agenda sent to you each month under the “Stay Informed” tab on the same website.

Call (530) 634-6880 for more information.



HOLIDAY SERVICE NOTICE

Yuba-Sutter Transit will not be in operation and the Administrative Office will be closed on **Monday, January 17th** in observance of **Martin Luther King, Jr. Day**.

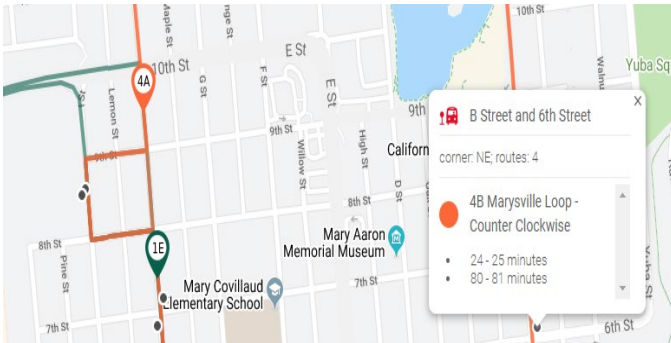
Call (530) 634-6880 for more information.



**“WHERE IS MY BUS?”
 DOWNLOAD & USE OUR BUS
 TRACKING MOBILE APP TODAY**

Every transit rider asks this question (often more than once) while waiting at the bus stop. Now you can follow any of our local, rural and commuter buses in real time as they make their way along their route to your stop. Yuba-Sutter Transit’s **DoubleMap** bus tracker mobile app also provides predictive arrival times for when your bus is expected to arrive at your stop to take the worry out of your wait.

To get started, just download the free **DoubleMap** application from your Google or Apple store to your smart phone or tablet and select “Yuba-Sutter Transit” as your system. From the menu bar at the top left of your screen, you can select any route or just monitor the entire system. Then zoom in on the route map and click on any bus stop for the estimated arrival time of the next two buses for the routes that serve that stop.



From this same “Arrival” screen, you can set that stop as a “Favorite” for future reference or set up custom “Alerts” to be notified when your bus is approaching that stop. Desktop and laptop users can also access the system by copying or typing “yubasuttertransit.doublemap.com” into their browser, though some of the mobile features will not be available.

In addition to day-to-day bus location and arrival information, the **DoubleMap** system is where passengers should turn during a crisis such as a natural disaster, major traffic accident or other event that may significantly disrupt our service. Important announcements in such situations will be released and updated as necessary by our operating staff in real-time through the app. From the **DoubleMap** home screen, just tap the three stripes at the top left and then click on “Announcements” in the drop-down menu to see if we have posted information that you need to know and check back regularly during such events as conditions can change quickly.

Comments or suggestions on the **DoubleMap** system should be emailed with as many details as possible (date, time, route, location, etc.) to info@yubasuttertransit.com. More user tips are available on our website or call us at (530) 634-6880 and we would be happy to walk you through the process.



**DIAL-A-RIDE “NO SHOWS”
 COST EVERYONE**

Dozens of times a month, a Dial-A-Ride bus arrives at an address to pick someone up and, for whatever reason, they are not there. Drivers and passengers all know that the next message from dispatch will be to “mark them a no-show and proceed!” The bus then pulls away with nothing to show for the effort except lost time and productivity.

Every “No Show” wastes time and resources resulting in longer trips and less actual service being provided. Please be courteous and call to cancel unwanted reservations even if the bus is just moments away from arrival. If more did so it would free up service for others – including you. **Don’t be a “No Show”!**



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 locations for current business hours as they may change without notice and the Sutter County Library remains closed to the public for remodeling.

- **Yuba County Library – Marysville – (530) 749-7380**
Tuesday – Friday, 12:00 – 6:00 pm, but call for appointment
 [Cash, Credit or Debit – Fee Applied for Credit/Debit]
- **Yuba College Bookstore – Linda – (530) 741-6998**
Weekdays, 10:00 am – 2:00 pm, but call for holiday hours
 [Cash, Check, Credit or Debit]
- **Yuba-Sutter Transit Administrative Office – Marysville**
 [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
 FAX: (530) 634-6888

Dispatch Schedule & Service Information: (530) 742-2877
 Web Site: www.yubasuttertransit.com
 Connect Card: www.connecttransitcard.com
 General Comments/Questions: info@yubasuttertransit.com