

NEW SACRAMENTO SERVICE PLAN ADOPTED FOR NOVEMBER 1ST IMPLEMENTATION

After an extensive public process, a new Sacramento Commuter and Midday Service Plan was adopted by the Yuba-Sutter Transit Board of Directors during a special evening meeting on September 21st. As a result, effective Wednesday, November 1st, our Sacramento services will be modified for cost-saving purposes to better reflect post-pandemic ridership patterns and current traffic conditions.

The key features of the adopted 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 to depart Sacramento ten minutes later than it does now.

A revised Sacramento service brochure reflecting the November 1st changes will soon be distributed on all buses, but the new service plan is now available on the agency website at www.yubasuttertransit.com or call (530) 634-6880 to request it electronically or by mail.



SACRAMENTO COMMUTER EMAIL LIST

Yuba-Sutter Transit maintains a database of more than 450 email addresses for any service and program updates 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 today on our website homepage under the “QUICKLINKS – Stay Informed” tab.



ANNUAL LOCAL IN-PERSON UNMET TRANSIT NEEDS HEARING SET FOR WEDNESDAY, OCTOBER 25TH

REGIONAL ONLINE HEARING SET FOR OCTOBER 23RD

A series of public hearings are held each year by the Sacramento Area Council of Governments (SACOG) to determine if there are unmet transit needs that are reasonable to meet in the region. SACOG is the regional transportation planning agency for Sacramento, Sutter, Yuba, and Yolo Counties. The input that is received from these hearings is used to make decisions regarding the allocation of funding for public transportation purposes in each local jurisdiction.

The in-person hearing for all of Yuba and Sutter Counties will be held at 1:00 p.m. on Wednesday, October 25th in the Yuba County Government Center at 915 8th Street in Marysville. If you are unable to attend this hearing or prefer a virtual option, a combined online hearing for all four counties will be held at 6:00 p.m. on Monday, October 23rd. Access the online hearing via computer or smartphone from www.zoom.us or with the Zoom app or by telephone by calling (888) 475-4499 or (877) 853-5257 (toll-free). The Meeting ID number is 838-3395-6667.

All comments received will be recorded and evaluated to determine if there are any unmet transit needs in Yuba or Sutter Counties that are reasonable to meet for the fiscal year that will begin July 1, 2024. You do not have to attend a hearing to comment, but to be considered, comments must be received by November 17, 2023. In addition to the hearings, comments can also be submitted as follows:

Email: transitneeds@sacog.org
 Online Form: www.sacog.org/unmet
 Phone/Text: (916) 692-0039
 Mail: SACOG Unmet Transit Needs
 1415 L Street, Suite 300
 Sacramento, CA 95814

COLUMBUS DAY NOTICE

Yuba-Sutter Transit will be in full operation on Columbus Day, Monday, October 9th. The administrative office will be open, and all services will operate as scheduled on this date.

DIAL-A-RIDE SERVICE TIPS

During the pandemic, Yuba-Sutter Transit's Dial-A-Ride service continued to operate without interruption primarily for the benefit of area seniors (age 65 and over) and persons with disabilities. Operating policies, however, were modified during this time to minimize the exposure of both passengers and personnel alike. These changes significantly increased the cost of operating the Dial-A-Ride service and significantly decreased the amount of service available.

We have recently begun to reverse those pandemic-era practices for the opposite intended effect – to reduce the cost of the service and increase the amount of service available. As a result, we would like to share a few tips to help our Dial-A-Ride passengers better understand the service for the purposes of improving the customer experience, maximizing the amount of service available, and minimizing your cost to ride the bus.

- 1. Dial-A-Ride is a shared ride service – you should expect to share your ride with other passengers.** Multiple passenger ride requests to and from similar destinations and origins are now routinely grouped together. This allows more service to be provided in less time to maximize the amount of service available for other passengers and to minimize the cost of the service. While you may at times travel alone, that should be the exception, not the expectation.
- 2. Who can use the service?** Dial-A-Ride is offered exclusively for seniors (age 65+) and eligible persons with disabilities during the hours of 6:30 a.m. to 6:00 p.m. Monday – Friday and from 8:30 a.m. to 5:30 p.m. on Saturdays. The service is available to all without restriction from 6:00 p.m. to 9:30 p.m. on weekdays.
- 3. How do I request a ride?** Call our dispatch office at (530) 742-2877 anytime up to two weeks in advance of when you desire service. You can request a ride the same day, but this is a first-come, first-served service so the earlier you call the better chance you have of receiving the requested pick-up time. Don't forget to schedule your return trip at the same time if possible.
- 4. How does it work?** When you call for service, you are given a 15-minute period as an approximate pick-up time. You must be ready for the bus to arrive at the start of this 15-minute period as the bus will stand by for just one minute before proceeding to pick up and deliver other passengers. The bus will not proceed before the start of the 15-minute window, but it is considered late only after the end of this window.
- 5. Don't be a "No-Show" – please cancel every unwanted trip with as much advance notice as possible.** Dozens of times a month, Dial-A-Ride buses arrive to pick someone up and, for whatever reason, they are not there. Drivers are then instructed by dispatch to "Mark them a no-show and proceed!" resulting in lost time and productivity. Cancelling your trip before the bus is scheduled to arrive will reduce the travel time for other passengers and free up more service for others.
- 6. Be prepared to pay your fare before the time that your bus is scheduled to arrive.** Have your exact cash fare or tickets (with applicable identification for discount fares) or a valid and adequately loaded Connect Card ready for payment or driver inspection every time you board. Fare conflicts delay the service resulting in longer travel times and reduced service availability for

other passengers. [See the September 2023 issue of this newsletter for more Connect Card tips.]

- 7. Wheelchair and scooter use.** All Yuba-Sutter Transit vehicles are equipped to transport passengers who require the use of a wheelchair or scooter. These devices (including whatever things are attached or hanging from them) must not cause a legitimate safety concern which would include being of such size that they would block an aisle, block free movement of others in the bus, or interfere with the safe evacuation of passengers in an emergency.
- 8. Minimize the size of any carts used for your trip.** Oversized carts for groceries or other uses may block aisles representing a passenger hazard that could further delay the bus. [For more information on cart use, please refer to our passenger policies and procedures that are posted online at www.yubasuttertransit.com.]

Still have questions? Please pick up a copy of our Dial-A-Ride brochure on any Yuba-Sutter Transit bus or get one online at www.yubasuttertransit.com. You can also call our dispatch office at (530) 742-2877 or email us at info@yubasuttertransit.com.

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