

OPTIMIZING THE WAY WE TRAVEL



PUBLIC HEARING SET FOR SEPTEMBER 19th ON PROPOSED FARE AND LOCAL SERVICE CHANGES

With less than a month away from the public hearing set by the Yuba-Sutter Transit Board of Directors for Thursday, September 19, 2024, at 4:00 p.m., interested persons can still submit comments regarding the proposed NextGen Transit Plan Phase 1 implementation. The hearing will be part of the regular Board meeting held in the Supervisor's Chambers in the Yuba County Government Center at 915 Eighth Street in Marysville.

If approved, the proposed local service changes planned for January 2025, include the launch of the first public, on-demand service zone in Yuba City to replace Routes 2 and 5, a streamlined crosstown Route 1 from Yuba City to Yuba College in Linda, extension of weekday evening service hours for local fixed Routes 1, 3, 4 and 6, and elimination of the underutilized weekday evening Dial-A-Ride service.

Along with service changes, the recommended fare changes being considered include an increase to the daily cap amount for one-way local route fares, an increase to monthly local route pass prices, and the introduction of a \$1.50 basic and .75¢ discounted one-way fare for the new on-demand service.

To provide your feedback online, please use the links below or go to our project webpage to participate in the survey:

English: <https://www.surveymonkey.com/r/KMJ6S9R>
Spanish: <https://es.surveymonkey.com/r/KM2RJGX>
Punjabi: <https://www.surveymonkey.com/r/TXCTYPH>

Comments on the proposed changes can also be provided up until September 18th by email to info@yubasuttertransit.com, by phone at (530) 634-6880, by mail to Yuba-Sutter Transit at 2100 B Street, Marysville, CA 95901, or by FAX at (530) 634-6888. All formal input received during this comment period will be presented to the Board for consideration at the September 19th public hearing. For more information on the proposed changes, please visit www.yubasuttertransit.com or call (530) 634-6880.

SACRAMENTO COMMUTER SURVEYS ARE STILL BEING ACCEPTED

Community feedback is crucial in understanding and enhancing transit services in our community. If you are a former, current or potential Sacramento commuter and did not receive the direct link to the online survey emailed in July, please visit the survey link below.

Aside from helping evaluate potential demand for service to the recently opened May Lee State Office Complex (MLSOC) located at 651 Banon Street, Sacramento, this survey also provides a forum for any concerns regarding the potential impacts of adding service to the MLSOC from existing commuters who continue to travel downtown.

Make sure your voice is heard and join the 141 individuals that have taken the survey so far. Yuba-Sutter Transit will continue to accept comments through September 13, 2024.

Survey Link: <https://www.surveymonkey.com/r/LWJ8Q7S>

For more information on our existing Sacramento commuter services, please visit www.yubasuttertransit.com or call (530) 634-6880.

YUBA-SUTTER TRANSIT MOVES ONE STEP CLOSER TO A NEW FACILITY

In July, the Yuba-Sutter Transit Board of Directors approved the award of a contract to AECOM Technical Services, Inc. (AECOM) for the environmental review and preliminary engineering of the Next Generation Transit Facility, planned for development on a 19-acre site located at 6035 Avondale Avenue in Linda. AECOM brings extensive project experience, and a thorough understanding of Yuba-Sutter Transit's needs for a state-of-the-art maintenance, operations and administrative facility. The NextGen Transit Facility project, which is fully funded by a combination of State and Federal grants, will replace the aging and inadequately sized facility currently located at 2100 B Street in Marysville. For more information on this exciting project, please contact the project manager Adam Hansen at (530) 634-6880 or at adam@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. We only accept United States currency.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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 on-line to activate this value-saving feature.

10. 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**
Tuesday – 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 – Thursday, 9:00 am – 2:30 pm
[Cash, Check, Credit or Debit]
- **Yuba-Sutter Transit Administrative Office – Marysville**
Weekdays, 8:00 am – Noon & 1:00 – 5:00 pm
[Cash, Check, Contactless Payment, 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

Facebook: www.facebook.com/yubasuttertransit

Instagram: www.instagram.com/yubasuttertransit/