



October 2024

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FARE AND LOCAL SERVICE CHANGES APPROVED

After a public hearing held during their regular meeting on Thursday, September 19, 2024, the Yuba-Sutter Transit Board of Directors approved the NextGen Transit Plan Phase 1 local service and fare changes that are planned to go into effect January 2025. With the objective of reducing travel time and improving connections in Yuba City, a new public on-demand service will replace Routes 2 and 5. Requesting a ride will be accessible by phone app, desktop or by calling in to dispatch. With the launch of service improvements, the Board adopted a new \$1.50 basic, and .75¢ discounted one-way fare for the new on-demand service.

Other service changes approved for January 2025 include the streamlining of Route 1 to provide quicker crosstown service, extension of weekday evening service hours for all local routes, and the elimination of the underutilized weekday evening Dial-A-Ride service. In addition, the Board approved an increase to the daily cap amount for one-way local route fares and an increase of the monthly local route pass prices.

Public education will be a high priority for the next few months leading up to January 2025 to help riders access the new services. Stay informed and keep an eye out for future issues of this newsletter for regular updates. If you didn't receive this issue by email, sign up today using the "Stay Informed" tab in the "Quick Links" section of our website home page to receive newsletters electronically.

For more information, contact the Yuba-Sutter Transit Authority at info@yubasuttertransit.com or call (530) 634-6880.

COLUMBUS DAY NOTICE

Yuba-Sutter Transit will be in full operation on Columbus Day, Monday, October 14th. The administrative office will be open, and all services will operate as scheduled on this date.



ANNUAL LOCAL IN-PERSON UNMET TRANSIT NEEDS HEARING SET FOR THURSDAY, OCTOBER 24TH

REGIONAL ONLINE HEARING SET FOR OCTOBER 22nd

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 Thursday, October 24th 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 Tuesday, October 22nd. 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 822-0164-3586.

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, 2025. You do not have to attend a hearing to comment, but to be considered, comments must be received by November 18, 2024. 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) 245-0733

Mail: SACOG

Attn: Unmet Transit Needs

1415 L Street, Suite 300, Sacramento, CA 95814

DIAL-A-RIDE SERVICE TIPS

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 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 2024 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**
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/