

Reasonable Modification

Individuals with disabilities may submit requests for modifications of Yolobus services or facilities by e-mail to custserv@yolobus.org, written mail to 350 Industrial Way, Woodland, CA 95776, or by phone at (530)661-0816. Please provide the requestors name, date, contact information and specific modification being requested, and staff will acknowledge receipt of the request within three (3) business days of receipt, and provide a written response within fifteen (15) business days of receipt of the request.

Contact Us:

Yolobus
350 Industrial Way
Woodland, CA 95776
custserv@yolobus.org
(530)371-BUSS (2877)
www.yolobus.com



West Sacramento Dial-a-Ride Service

Seniors Age 62 and Over

**Dial-a-Ride
Reservations**
(916)371-BUSS
(916)371-2877



*A service funded by the
City of West Sacramento*

About Yolobus

The Yolo County Transportation District administers YOLOBUS, which operates local and intercity bus service 365 days a year in Yolo County and neighboring areas. YOLOBUS serves Davis, West Sacramento, Winters, Woodland, downtown Sacramento, Sacramento International Airport, Cache Creek Casino Resort, Esparto, Madison, Dunnigan and Knights Landing.

As an added convenience for our riders, Yolobus makes connections with other local public transportation systems. With connections to Unitrans and Fairfield-Suisun Transit in Davis, and Regional Transit and Light Rail in Sacramento, you have a wide range of options.

Our clean air transportation provides a safe, economical, and environmentally friendly alternative to conventional transportation. We now operate 48 CNG (compressed natural gas) buses. A CNG bus is one of the lowest emission buses available in the industry.

If you have additional questions or comments, please email us at custserv@yolobus.com or call (916)371-BUSS(2877).

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Large Print Available on Request

About Dial-A-Ride

Yolobus Special dial-a-ride provides public reservation-based curb-to-curb bus service in West Sacramento only. Dial-a-ride is a shared ride transit service. As a shared ride transit service, travel time will be similar to a local fixed-route bus trip, rather than a car, dedicated van service or taxi. Enrolled seniors can use dial-a-ride and passengers are transported in small buses that are ADA compliant. Dial-a-ride service is only available for senior citizens living within the City of West Sacramento, age 62 and older and disabled individuals that do not meet the eligibility requirements for ADA paratransit. Service is available within three-quarters of a mile of local fixed-route bus service and during the hours of fixed route bus service operation. Companions may come along if space permits. Companions will be required to pay a fare.

Dial-A-Ride Hours

Operates Daily
7:00am– 7:00 pm

Holiday schedules are subject to change. Visit yolobus.com or call (916)371-BUSS(2877) for up-to-date schedule information.

Dial-A-Ride Fares	
<u>Intracity</u> All of the city of West Sacramento and Downtown Sacramento (Current Downtown boundary is approx. 2nd Street, A Street, U Street/26th Street (must be within 3/4 mile from fixed route service) (See www.yolobus.com)	\$4.00 one way
<u>Premium Areas</u> Certain medical facilities in Sacramento County , Vacaville (see yolobus.com)	\$6.00 one way

Paying Your Fare

Fares are paid with cash on board the bus. Bus drivers do not carry change, so you'll need exact fare. Connect Card is not available on Yolobus Special. 10-Ride sheets of tickets are a convenient way to avoid carrying change and can be acquired at:

- ① District office
350 Industrial Way
Woodland, CA
Mon–Fri, 8 a.m. – 4:45 p.m
- ② West Sacramento Public Works
West Sacramento City Hall
1110 West Capitol Avenue
Floor 1
West Sacramento, CA
Mon–Fri, 8 a.m. – 4:45 p.m
- ③ Online at www.yolobus.com

Signing Up for Dial-A-Ride Service

Riders must sign up in advance for dial-a-ride service by completing an application available at <http://yolobus.com/riderinformation/yolobusspecial.php> or by mail by calling (916)371-BUSS(2877) The application must be accompanied by proof of age and proof of residency in West Sacramento.

Proof of Age

Copy of California drivers license, passport, or California Identification card.

Proof of West Sacramento Residency

Copy of West Sacramento utility bill, phone bill , cable TV bill or PG&E bill, Statement from care facility.

Reservations are Required

Reservations must be made in advance prior to 5pm the day before your ride in but not more 7 days in advance.

Reservation Priority for ADA Service

Persons with disabilities will have a priority over all dial-a-ride riders. There is a slight chance that your desired trip date and time may be unavailable or your trip may be postponed due to high levels of ADA ridership.

Cancellations

Can be made up to day prior to your reservation by calling (916)371-BUSS (2877).

Carry-On Bags/Items

Drivers can assist in carrying items up to two (2) bags from the store to vehicle and from the vehicle to doorstep of your home. Shopping bags, luggage and other carry-ons are limited to only those items passengers can safely carry on the bus in one boarding and without blocking the aisle. Passengers must have control over carryon items at all times. Life Support Equipment Respirators, portable oxygen or other non-emergency life support in use can be brought on board as long as such items do not violate laws or rules related to transportation of hazardous materials. Equipment must be managed by the passenger at all times.

Accessibility

The seats closest to the front of the bus and near the door are reserved for elderly and disabled passengers. All buses are equipped with ramps making boarding easier. Assistance with fare payment and passenger lifts is available upon request. Yolobus can transport passengers with mobility devices provided they can be loaded and secured safely. For easier and faster securement, straps are available. For securement straps or a mobility consultation, call (916)371-BUSS (2877).

Additional Transit Services

Local Fixed Route Bus Service

Operating up to 7 days per week throughout Yolo County, downtown Sacramento, Vacaville and the Sacramento International Airport . Trip planning assistance can be provided by calling (530) 661-0816.

ADA Paratransit service

For persons with disabilities, intracity, intercity and premium service which complements Local bus routes, seven days a week.

Information on both services can be obtained at yolobus.com, by calling customer service at (916) 371-BUSS (2877) or via email at custserv@yolobus.com

Other Policies

Unless otherwise noted, all policies for scheduling, on-time service, service area, driver assistance, personal care attendants, animals/ non-service animals, transporting life support equipment, accessible origins and destinations, wheelchairs & other rider cancellations, suspension of service, appeals of service suspension and customer complaints rider cancelations mobility devices, subscription service are in force and contained within the ADA Transit Policies adopted 3/11/13.