



## **Microtransit Policies Related to Individual Riders**

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Yolo County Transportation District  
350 Industrial Way  
Woodland, CA 95776  
530.681.0816 Phone  
530.661.1732 Fax  
[www.yolobus.org](http://www.yolobus.org)

Please direct comments and questions to the Yolo County Transportation District Deputy Director of Operations, Planning, and Special Projects, Jose Perez, at 530-402-2826 or by email at: [jperez@yctd.org](mailto:jperez@yctd.org)

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## Introduction

The Yolo County Transportation District (YCTD) is a special district funded by the cities of Davis, West Sacramento, Winters, and Woodland, as well as by the County of Yolo. YCTD oversees the operation of local and intercity public transit services across a three-county (Yolo, Sacramento, and Solano Counties) service area. Services include Yolobus fixed route transportation services, as well as complementary Americans with Disabilities Act (ADA) services in West Sacramento, Winters, Woodland, and Yolo County, inter-city ADA paratransit services, microtransit demand-responsive and rural ADA route deviation services.

## Purpose and Need

The purpose of this document is to set policy in accordance with all applicable Federal Transit Administration (FTA), ADA, state, and local regulations regarding Yolobus microtransit demand-responsive services.

## Definitions of Terms Used

**Microtransit service** – Microtransit service is a demand-responsive service that is open to the general public regardless of ability or age. Microtransit service is provided on a demand-responsive basis within a set span of hours and days, with the ability to schedule and receive transportation services same-day upon request. Microtransit is provided by Yolobus as a curb-to-curb service within a designated service area (see Appendix 1).

**Americans with Disabilities Act (ADA)** – The Americans with Disabilities Act (ADA) provides comprehensive civil rights protection for individuals with disabilities. Signed into law in 1990, ADA guarantees equal opportunity in employment, public services, public transportation, public accommodations and telecommunications for individuals with disabilities. In the transportation section the ADA clearly emphasizes nondiscriminatory access to fixed-route bus service, with complementary paratransit service acting as a “safety net” for people who cannot use the fixed route system. ADA Paratransit Service in Yolo County is provided by Yolobus Special and Davis Community Transit and is available on a prearranged basis for any trips proposed within the designated service area.

**Complementary Paratransit Service** - Complementary Paratransit Service is a door-to-door, lift equipped shared ride transportation service. Yolobus Special operates within the same times and to the same places as fixed-route buses. Public, fixed-route transportation systems must be accessible to persons with disabilities. However, the law provides for “complementary paratransit service” if buses are not accessible or if a disability prevents a person from using public transportation.

**Fixed route system** - a system of transporting individuals (other than by aircraft), including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specified public transportation service, on which a vehicle is operated along a prescribed route according to a fixed schedule.

**Mobility device** – a mechanism such as a wheelchair, a walker or a scooter, designed to aid individuals with mobility impairments. They can be either manually operated or powered.

**Service animals** - animals that are individually trained to perform tasks for people with disabilities- such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

**Subscription service** – an ongoing standing order for a passenger traveling to the same place at the same time at least once a week for a minimum period of 90 days.

**Wheelchair** - a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

## **Policy on Eligibility**

Each applicant for Yolobus microtransit eligibility will be screened to determine the individual's residence within the primary microtransit service area(s) as applicable. Current Yolobus Microtransit service areas are presented in Appendix 1.

Proof of eligibility requires completion of the Yolobus Microtransit Eligibility Form (Appendix 2). Each completed form also requires an attached proof of eligibility document from the list of acceptable documents.

- Utility Bill
- Government issued identification with printed address
- Letter, invoice, other communication from an educational institution
- Other documentation as applicable

A single form/application may be submitted for all members of a household. YCTD and/or its designee will verify the completeness and validity of the submitted forms and notify the applicant of confirmed eligibility, denied eligibility, or if there is any missing/incomplete information.

Temporary eligibility is granted upon receipt of completed form and trips may be requested during the verification period. Only eligible residents may access the microtransit reservation system.

Applicants will not be qualified or disqualified on the basis of a specific diagnosis or disability. Eligible applicants will be issued an identification card which will indicate the term of eligibility and may show restrictions placed upon their eligibility for use of microtransit services, including eligibility for certain trips. Applicants whose eligibility has expired will be subject to recertification.

## Service for Guests and Visitors

Yolobus Microtransit service is open to guests of eligible customers. Only eligible customers may request and receive transportation, though guests may accompany them. All applicable fares will apply to any guests. Visitors are not eligible to request or obtain service on Yolobus Microtransit service, though they may accompany eligible customers as a guest.

## Application Process

Yolobus Microtransit offers curb-to-curb transportation for eligible applicants as described in the Policy on Eligibility. Individuals requesting Yolobus Microtransit service are required to submit a complete eligibility form (see Appendix 2) and must be verified for continued access.

The goal of this process is to ensure that only people who meet the eligibility requirements, strictly applied, are regarded as Yolobus Microtransit eligible.

### Required Policy Elements for Yolobus Microtransit Eligibility

The following procedures are required elements for eligibility determination.

#### (a) Limiting Eligibility

The certification process shall strictly limit Yolobus Microtransit eligibility to individuals who meet the definition of eligibility. If individuals who are determined to be eligible based on a temporary or limited condition, they will be indicated on their eligibility letter/documentation.

Yolobus Microtransit may integrate the eligibility determination process to use for all paratransit services. Questions included in the application material may be used to determine if individuals qualify for broader services even if they do not qualify as Yolobus Microtransit eligible. Documentation of eligibility will, however, distinguish between those who qualify for the broader service and those who meet microtransit eligibility standards.

#### (b) Accessible formats

Information materials about the process, applications for eligibility and notices determining eligibility shall be made available in accessible formats upon request. Information may not be available in the format requested but will be made available in a format that the person can use.

#### (c) Processing Time/Presumptive Eligibility

A **properly completed** application will be processed within 21 days. If the eligibility determination takes longer than 21 days, applicants will be entitled to presumptive eligibility. This allows the applicant to use the Yolobus Microtransit system until a final determination is made.

An application is considered to be complete once the applicant has provided all of the information and accompanying documentation required. Subsequent investigations or requests for additional information by Yolobus Microtransit would be considered part of the review process and within the 21 day timetable. For

example, the application requires that individuals complete a form which includes a requirement for proof of residency; the application is considered “complete” once the requested information including the supporting documentation is received.

(d) Notice of Initial Determination

Applications are processed by a Yolobus Microtransit contractor and applicants will be notified in writing of the initial determination of eligibility. If the determination is that the person is not eligible, the written notification will state the specific reason(s) for the finding. A simple indication that an applicant is not Yolobus Microtransit eligible because it has been determined that they reside outside the defined service areas.

(e) Documentation of Eligibility

An applicant that is determined to be eligible will be sent documentation of eligibility specifically stating that the person is “Yolobus Microtransit Eligible.” The document will include the name of the eligible individual(s), the name of the transportation provider, information necessary to request Yolobus Microtransit service, phone number of Yolobus Microtransit customer service, an expiration date for eligibility, and any conditions or limitation on the individual's eligibility.

(f) Administrative Appeal Process

Yolobus Microtransit has established a fair and effective administrative appeal process that is available to any individuals who may be determined to be ineligible or conditionally ineligible for Yolobus Microtransit service. (See Appendix 2)

The Yolobus Microtransit appeal process has the following established requirements:

- Individuals are permitted to request an appeal within sixty (60) days of the initial eligibility decision, the time starting to run on the date the individual is notified on the negative initial decision;
- Individuals have an opportunity to be heard in person and to present additional information and arguments regarding their eligibility to use the Yolobus Microtransit service;
- Yolobus Microtransit eligibility determinations are made by Yolobus Microtransit Operations Contractor. Yolobus Microtransit provides for a “separation of function” between individuals involved in the initial eligibility determination and those selected to hear the appeals. Yolobus Microtransit has a two-step appeal process including a first step informal meeting with YCTD administration and a second step panel hearing if necessary;
- Applicants are notified of appeal decisions in writing, or in an accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is still denied;
- If a decision on the appeal is not made within 30 days of the completion of the process, individuals will be considered “presumptively eligible” and will be provided microtransit service until and unless a decision to deny the appeal is issued. Microtransit service does not have to be provided, however, during other phases of the appeal.

## **Optional Policy Elements for ADA Paratransit Eligibility**

The following procedures are optional and are added at Yolobus Microtransit's discretion:

### **(a) Recertification of Microtransit Eligibility**

Yolobus Microtransit shall require eligibility recertification of microtransit service eligible individuals not longer than every three years.

## **Verification Process**

Yolobus Microtransit policy for verification is to utilize its operations contractor (Transdev) to determine eligibility for Yolobus Microtransit services. The following outlines the process utilized to verify eligibility.

Yolobus Microtransit eligibility applications may be obtained Monday through Friday, 8am to 5pm at 350 Industrial Way, Woodland or by calling Yolobus Customer Service at **(530) 402-2891** to request the application form be sent by mail, email, or fax. Application forms are also available for download at [yolobus.com/yourride](http://yolobus.com/yourride).

All Yolobus Microtransit applications must be submitted to Yolobus Microtransit as directed on the application form.

Applications received by the Yolobus Microtransit contract operator will be "date" stamped, reviewed for completeness, and verified by verification staff. Verification staff will:

- Confirm the accuracy of the application.
- Return any incomplete applications to applicants with a check-off list noting items that need to be completed or clarified.
- Provide support to applicants with incomplete applications in order to complete applications correctly; however, Verification staff is not responsible nor will staff complete applications for applicants.

Verification staff will determine eligibility (Status: temporary, conditional, permanent) or ineligibility of an application within a 21 day parameter. Verification staff may decide that additional information is necessary to determine eligibility.

Eligible applicants (regardless of status) will be mailed a packet containing their Identification Card with their I.D. number for Yolobus Microtransit.

Ineligible applicants will be notified in writing by mail; information advising them of their right to appeal the denial will be included (see Administrative Appeal Process, Appendix 3) as well as information on any appropriate alternative resource.

## **Policy on Reservations**

### **Reservation-Taking Hours**

Reservations shall be taken 1:00 p.m. to 4:30 p.m. Monday-Friday; Ride requests may not be made in advance, and will be scheduled on a first-come, first-served basis. Yolobus Microtransit reserves the right to modify or adjust the priority of trips



scheduled for Microtransit service. Reservation hours will generally mirror those of service availability and may be open earlier and/or later than actual service availability.

### **Policy on Scheduling**

Trips shall be scheduled based on an on-demand first-come first-served basis. Trips that have been requested and confirmed will be inserted into the Yolobus Microtransit manifest and coordinated with other trip requests. Real-time vehicle location information will be available to riders through the dedicated service software (i.e., TripShot app) and through contacting customer service. All service is shared ride. Trips shall be confirmed at the time of trip request for service that same day.

### **Policy on On-time Service**

Scheduling for shared rides often prevents exact adherence to a scheduled pick-up time. Yolobus Microtransit service features real-time vehicle tracking systems, and customers will have access to vehicle location and approximate arrival times. With the nature of the on-demand service, there is no expectation or requirement to adhere to a specific “window” for on-time performance. Customers will be made aware at time of trip request of the approximate arrival time of the vehicle and will be provided an opportunity to accept or decline the trip.

Riders must be ready upon arrival of the Yolobus Microtransit service vehicle. Riders may board as soon as the vehicle arrives and must board within five minutes of the arrival of the vehicle.

A delay in boarding by the passenger of more than 5 minutes after the arrival of the vehicle within its established ready-time window may result in being considered a “No Show” (see policy on Cancellations).

### **Late Trips**

If the vehicle location becomes unknown, or if the anticipated arrival time increases significantly (i.e., more than 15-minutes than originally anticipated), riders are advised to call Yolobus Microtransit at **(530) 402-2891** in order to inquire about the status of the trip.

### **Travel Time**

Travel time on Yolobus Microtransit may be comparable to the amount of time it would take to make the same trip using fixed-route bus service with connections. The average trip length will vary depending on level of demand and destinations requested.

### **Policy on Service Area**

Verified eligible Yolobus Microtransit riders are entitled to service to all points within Yolobus Microtransit’s defined service area(s). Riders are not entitled to service outside the defined service area(s) (See Appendix 1).



## **Policy on Driver Assistance**

Yolobus Microtransit is a curb-to-curb, shared-ride service that complements other Yolobus services. Curb-to-curb assistance shall be provided to assist riders only to the extent necessary to board or disembark from the vehicle or stow a limited amount of personal belongings.

Drivers must, for safety reasons, stay within the “line of sight” of their vehicle. Passengers cannot be escorted outside the vehicle. If a rider needs a passenger lift to board a vehicle, the driver shall assist. All drivers are trained to operate the lift.

Drivers shall assist riders when entering and exiting the vehicle as requested.

This includes:

- Identifying themselves to the passenger as Yolobus Microtransit and by their name.
- Offering a steadying arm or other appropriate guidance or assistance when boarding/disembarking; and/or
- Assisting wheelchair users when boarding/disembarking.

The driver will not be able to assist with packages/belongings beyond securing them onboard the vehicle.

Passengers may bring any number of packages that they and/or their companions or Personal Care Attendant can handle in a single boarding and can be reasonably and safely accommodated in the vehicle, space permitting.

## **Apartments/Office Complexes**

When riders schedule a trip, they must provide the reservationist with a specific building name and number within the complex. The operator will pick up the rider at that specific building. If a rider's building is located within a gated community and requires special entry, the rider must arrange entry for the Yolobus Microtransit vehicle before pick-up time (See Policy on Accessible Origins and Destinations).

## **Nursing Homes**

Riders with pick-ups at nursing homes must meet the operator in front of the main lobby. Operators are not permitted to go to rooms to pick up riders. Operators cannot assist riders in and out of a nursing home. Nursing home staff should be ready to assist the individual out if necessary. Riders will be dropped off in front of the main lobby of the nursing home.

## **Policy on Personal Care Attendants and Companions**

### **Personal Care Attendant (PCA)**

A personal care attendant (PCA) is defined as someone designated or employed specifically to help the eligible individual meet his or her personal needs. The origin and destination of the PCA must be the same as the rider's. A PCA may accompany a registered Yolobus Microtransit rider at no additional charge. A rider must indicate at the time of application whether he or she travels with a PCA. When

making a reservation, the rider must indicate if the PCA will be accompanying the rider on that trip.

### **Companions and guests**

Companions or guests of eligible customers may ride with a fare paying eligible customer in addition to a PCA may accompany a rider to and from the same origin and destination. Riders must reserve space for the guests, whether adult or child, when scheduling their trip. Seating for more than one guest is on a "space available" basis when scheduling trips. Children under age 5 travel free and must be accompanied by an eligible adult.

## **Policy on Service Animals and Non-Service Animals**

### **Service Animals**

Service animals are allowed to board Yolo bus buses. A "service animal" is any animal specifically trained to work or perform tasks for an individual with a disability. If an operator is unsure that an animal performs a service function, the operator may ask the passenger either if the animal is trained as a service animal or what tasks the animal has been trained to perform. However, persons boarding with service animals are not required to have a certificate or license — nor is a photo of the animal required. For safety reasons, Yolo bus recommends service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism. Service animals are permitted to accompany individuals with disabilities in Yolo bus vehicles and facilities. The animal must not interfere with other passengers and must be under the constant supervision and control of its owner. If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle or facility. If there are multiple occurrences of misbehavior, the animal's boarding privileges may be revoked. Some examples of misbehavior would be soiling the vehicle, or growling at or harassing passengers, the operator, or other service animals. Service animal trainers are permitted to board Yolo bus vehicles for training purposes. Individuals who wish to use Yolo bus' vehicles to train service animals are encouraged to call 530-666-2877 to make special arrangements.

The rider is strongly encouraged to indicate that he or she will be traveling with a service animal when the trip is requested.

### **Non-Service Animals**

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of "service animals" are not permitted in Yolo bus vehicles or facilities. Wire cages are not allowed. The cage or carrier must be small enough to fit on the person's lap and must be carried on the person's lap throughout the entire trip. The animal must not misbehave as described in the "Service Animals" section.

## **Policy on Fares**

To receive service, all riders and each of their companions must pay an applicable fare in advance of or at the time of boarding. Only PCAs (as defined in the Policy on Personal Care Attendants) are not required to pay a fare. Riders can pay with cash (Note: drivers cannot make change), tickets, using mobile payment services (e.g., Connect Card, TripShot App, etc.). All eligible riders, regardless of age, must pay the applicable fare prior to receiving transportation.

Yolobus Microtransit service fares are separated into Local, Intercity, and Premium categories, which are assessed based on the distance to destination. Customers traveling within a Local Zone will pay Local Fares. Travel to/from an Intercity Zone will require customers pay applicable Intercity Fares. Travel to/from a Premium Zone will require customers pay applicable Premium Fares. The Yolo County Transportation District may modify, expand, or eliminate Yolobus Microtransit Zones or service area(s) as appropriate, and after adhering to required noticing procedures and policies.

Fares are determined by policy of the Yolo County Transportation District's Board of Directors. Yolobus Microtransit fare schedule is presented in Appendix 1.

## **Policy on Transporting Life Support Equipment**

Passengers may travel with respirators, portable oxygen, and other life support equipment. Such transport must not violate law or rules related to transportation of hazardous materials. Such equipment must be of a size which can be reasonably accommodated in paratransit vehicles (for example, equipment that could also be transported on a fixed-route bus).

## **Policy on Accessible Origins and Destinations**

Service to or from inaccessible origins or destinations will be provided at curbside if no safe access exists. In this instance, accompaniment by a PCA is strongly advised. Yolobus Microtransit shall determine if a location is unsafe or inaccessible based on existing program guidelines. Yolobus Microtransit shall notify passengers requesting a reservation to or from this address of the determination and suggested alternatives for boarding locations nearby.

If it is determined at the time of service that there is no safe access (i.e. construction, emergency, etc.) the passenger will be notified, and alternative boarding locations nearby will be suggested.

If a pick-up address is located inside a gated community or requires special access, it is the rider's responsibility to arrange entry for the Yolobus Microtransit vehicle. If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the rider will be considered a No-Show for the trip (See Policy on Rider Cancellations and No Shows).

## **Policy on Use of Safety Belts**

Yolobus Special policy is that all passengers shall use the safety belts provided in service vehicles.

Children may travel on Yolobus Microtransit—as eligible riders and as guests. Children pay all applicable fares. All children until the age of eight, or until they reach a height of 4 feet 9 inches, must travel in a child safety seat in order to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Drivers may help carry or install a child safety seat. Drivers are not permitted to lift or carry children.

### **Policy on Wheelchairs or Other Mobility Devices**

Yolobus Microtransit shall accommodate wheelchairs, scooters and other mobility devices.

Wheelchairs shall be secured at all times during boarding, disembarking and transport operations. For safety reasons, passengers are strongly encouraged to have working brakes on their mobility device. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so during transport. It is the rider's choice to transfer or remain in his or her mobility device. Passengers who need the lift to board but are not wheelchair users may use the lift in a standing position.

### **Policy on Subscription Service**

Subscription service is not offered or available for Yolobus Microtransit service at this time.

### **Policy on Rider Cancellations and No Shows**

Yolobus Microtransit is an on-demand service. Passengers must cancel unwanted trips, within five-minutes of the scheduled trip by contacting Yolobus Microtransit at **(530) 402-2891**. A documented pattern of Late Cancellations and/or No Shows for reasons within the passenger's control will result in service denial as prescribed under the Policy on Suspension of Service below.

#### **No Shows and Late Cancellations**

A No Show occurs when a rider fails to board the Yolobus Microtransit vehicle within 5 minutes after it arrives. Trips that are not cancelled within five (5) minutes of confirming a trip request will be considered Late Cancellations. This is considered an operational no-show because canceling a trip more than five-minutes after a confirmed request does not allow sufficient time to reroute the vehicle.

### **Policy on Suspension of Service**

Passengers must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise be utilized by people who need service. Examples of misuse include, but are not limited to:

- Failing to show up for scheduled rides (No Shows and Late Cancellations)
- Engaging in disruptive behavior
- Failing to pay a fare on a repeated basis
- Falsifying justification for eligibility

Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger's control. A suspension shall be imposed as described below for a documented pattern of misuse, within the passenger's control within any 30-day period. Examples of situations not within the passenger's control are:

- A sudden personal emergency
- Sudden or worsening illness
- Breakdowns of mobility aids
- A driver who does not provide appropriate assistance
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

### **Service Suspension for No Shows and Late Cancellations**

Because No Shows and Late Cancellations prevent other passengers from obtaining rides, an accumulation of No Shows and/or Late Cancellations may result in suspension of service. Late Cancellations and No Shows will be assessed for suspensions based on a pattern or practice of No Shows. However, multiple cancellations made on the same day as the scheduled trips may be assessed for suspension.

The following situations will be considered a violation of the No-Show/Late Cancellation Policy and service will be suspended if:

1. Over a rolling period of up to 60 days, a customer schedules 10 or more rides and no-shows or late cancels more than 20% of scheduled rides, **or**
2. Over a rolling period of up to 60 days, a customer schedules between 3 and 9 rides and no-shows or late cancels at least 3 AND more than 30% of scheduled rides

In accordance with U.S. DOT ADA Regulations Part 49 CFR 37.131 (b), when a passenger "no-shows" for the first leg of a trip, all later scheduled rides for the day will not be automatically cancelled. A round trip return ride, for example, may result in an additional no-show if not cancelled according to the cancellation policy. It is the passenger's responsibility to cancel rides they no longer need by calling the Reservations office.

Within any 60-day rolling period, the following penalties shall be assessed for No Shows or Late Cancellations:

Passengers that are suspended will receive a written notice identifying each trip that was no-showed or late cancelled. The notice will also advise the customers of the dates when the suspension will take effect, as well as the date that the customers may resume using YoloBus Microtransit service.

Passengers will be notified throughout the suspension process and are welcome to contest any individual missed trips once they have received a notice documenting that trip. Any contested missed trips must be contested before a suspension takes place.

Passengers that are suspended according to the no-show/late cancellation policy and continue to violate this policy will be subject to longer suspension periods. The following suspension periods shall apply:

- 1<sup>st</sup> suspension: one (1) 2-week period
- 2<sup>nd</sup> suspension: one (1) 3-week period
- 3+ suspensions: one (1) 4-week period

Passengers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the passenger.

### **Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct**

Service shall immediately be denied for 30 days or until an appeal hearing is held, to passengers who engage in violent, seriously disruptive or illegal conduct. (See Policy on Service Suspension). This includes, but is not limited to:

- Threats of physical harm to other passengers, drivers or other service personnel
- Physical assault or battery on driver or other passengers
- Verbal abuse, intimidation or altercation with driver or other passengers
- Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of or willful damage to vehicle equipment
- Repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Any other criminal conduct defined in and/or prohibited by the California Penal Code

Riders who exhibit violent, seriously disruptive and/or illegal behavior may be suspended from service immediately for 30 days (from the date when the incident occurred) pending an appeal. The rider shall be contacted by Yolobus Microtransit administration to investigate the alleged situation or incident. If Yolobus Microtransit administration determines the rider's behavior to be disruptive or violent, the rider shall be sent a written notice by Yolobus Microtransit explaining the reasons for the suspension.

The person shall have 60 calendar days from the date of notice of the proposed suspension to submit to Yolobus Microtransit a request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed. Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until Yolobus Microtransit administration appeals issues a written decision on the case.



Disruptive behavior which is determined to be due to a disability of the rider may not result in a suspension. However, YoloBus Microtransit may require the rider to travel with a Personal Care Attendant (PCA) if it is established that the rider's behavior poses a significant potential threat of harm to other passengers or to the paratransit driver.

If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the rider continues to present a potential safety problem, service for the rider may be discontinued.

## **Policy on Appeal of Service Suspension**

Before suspending service YoloBus Microtransit shall take the following steps:

- Notify the individual in writing that YoloBus Microtransit proposes to suspend service, citing the specific reasons for the proposed suspension and setting forth the proposed sanction.
- Provide the individual an opportunity to be heard and to present information and arguments. This is an informal process with YoloBus Microtransit administrative staff.
- Provide the individual with written notification of the decision and the reasons for it.

If it is determined by YoloBus Microtransit that a suspension of service is warranted, YoloBus Microtransit will issue a notice of suspension. The Service Provider or YoloBus Microtransit administration shall provide the passenger with a copy of YoloBus Microtransit's Administrative Appeal Process (See Appendix 3). Any rider whose service is suspended may appeal the decision. Appeals on suspension of service shall be directed to YoloBus Microtransit administration in writing.

Appeals must be received by YoloBus Microtransit administration within 60 calendar days from the date of the written notice of suspension. The Service Provider shall forward to YoloBus Microtransit administration written documentation on the events leading to the suspension. Failure to submit a timely appeal as defined in this section will result in a forfeiture of the rider's right to pursue an appeal.

Once an appeal is submitted in writing to YoloBus Microtransit administration, the rider may continue to ride YoloBus Microtransit pending an appeal hearing. However, riders appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until the appeals panel issues a written decision on the case (See Policy on Suspension of Service).

## **Policy on Customer Comments**

All rider comments, both positive and negative, will be considered by YoloBus Microtransit. Customers may send their comments to the YoloBus office by mail, email, or phone. Comments can be directed to:

YoloBus Microtransit Customer Service  
352 Industrial Way



Woodland, CA 95776  
Email: CustomerService@yctd.org  
Phone (530) 666-2877

Every concern will be investigated and responded to within 14 calendar days of receipt. Concern resolution will be in writing unless declined by the customer in a phone call. Resolution of urgent concerns will occur within five calendar days.

When filing a customer concern, riders are encouraged to provide:

- The rider's name, address and telephone number;
- Date and time of the incident; and,
- Details of the incident.

Rider confidentiality will be protected upon a request when investigating and resolving concerns. Anonymous service concerns and/or complaints, however, cannot be responded to.

### **Policy on Accommodating Reasonable Modifications**

All requests for reasonable modification (fixed route, paratransit, microtransit, or facilities) will be processed in the following manner.

1. Requests may be submitted via the website at [www.yolobus.com](http://www.yolobus.com), by email to [custserv@yctd.org](mailto:custserv@yctd.org), written mail to 350 Industrial Way, Woodland, CA 95776 or by phone at (530) 666-2877. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.
2. Information regarding requesting reasonable modifications will be available on the Yolo County Transportation District website ([www.yolobus.com](http://www.yolobus.com)) as well as within the various printed materials normally provided by the agency (i.e. riders guides, notices).
3. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Yolo County Transportation District acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
5. Some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries determined to be in compliance with existing District Rules, Policies and Procedures and staff may implement those changes as they are requested. As such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request

6. All requests for modifications (reasonable or otherwise) will be assigned to the Deputy Director of Operations, Planning and Special Projects for review and evaluation. Prior to determination, the Deputy Director of Operations, Planning and Special Projects will consult with agency operations staff regarding requests for reasonable modification.
7. Training regarding these procedures will be provided to agency and contractor staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.

All complete reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response will be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve will be reviewed at Executive Director level, documented and written notification provided as to why the resolution requires additional time for full resolution.

#### **Reasonable Modification Complaint Response Procedures**

1. Complaints may be submitted via the website at [www.yolobus.com](http://www.yolobus.com), by email to [custserv@yctd.org](mailto:custserv@yctd.org), written mail to 350 Industrial Way, Woodland, CA 95776 or by phone at (530) 661-5816. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
2. All complaints will be reviewed by the Deputy Director of Operations, Planning and Special Projects.
3. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

#### **Reasonable Modification Request Point of Contact**

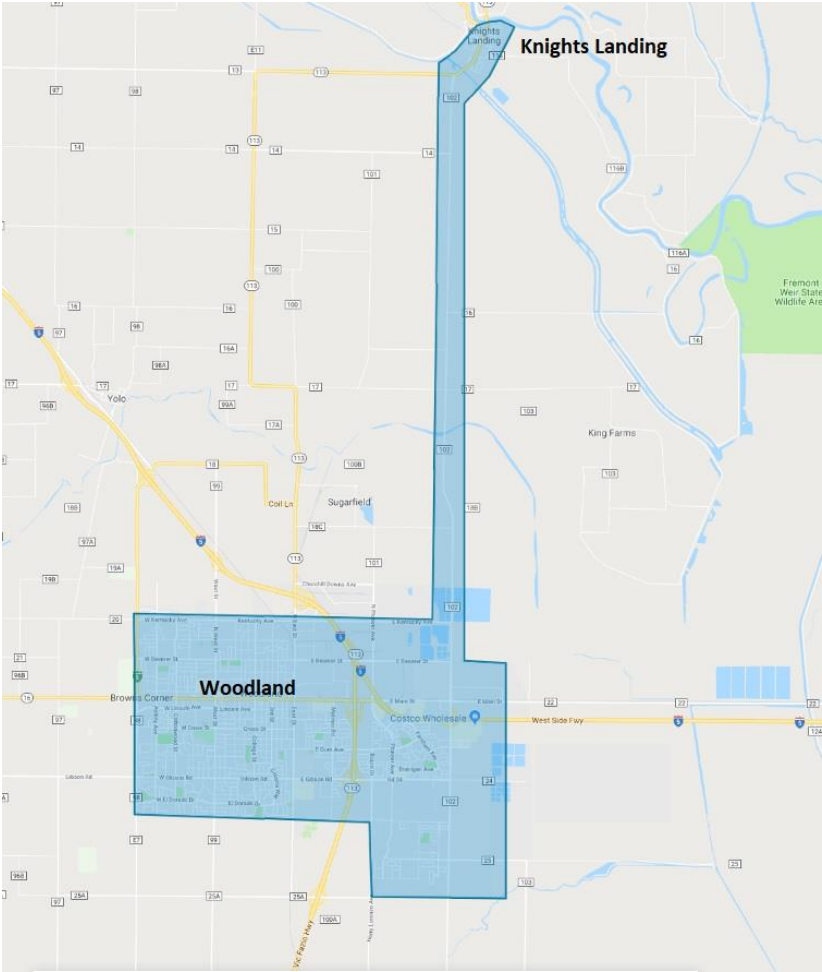
1. The Yolo County Transportation District Reasonable Modification Request Point of Contact shall be assigned to the position of Deputy Director of Operations, Planning and Special Projects.  
Name: Mr. Jose Perez  
Ph.: (530) 402-2826  
Email: [jperez@yctd.org](mailto:jperez@yctd.org)
2. Requests may be reviewed by the following agency and contractor staff, Contractor Operations Manager, Contractor Safety Manager, Contractor General Manager and Executive Director.

### **Denying Request for Modification**

1. Requests for modification of Yolo County Transportation District's policies and practices may be denied only on one or more of the following grounds:
  - a. Granting the request would fundamentally alter the nature of Yolo County Transportation District's services, programs, or activities;
  - b. Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
  - c. Without the requested modification, the individual with a disability is able to fully use Yolo County Transportation District's services, programs, or activities for their intended purpose; or
  - d. In the case of the District as a recipient of federal financial assistance, granting the request would cause an undue financial and administrative burden.

If Yolo County Transportation District denies a request for a reasonable modification, Yolo County Transportation District shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by Yolo County Transportation District.

Appendix 1: Microtransit Service Area Map and Fare Schedule



Fare Schedule

Yolobus Microtransit Fares						
Category	Local		Intercity		Premium	
	One-Way Ride	Transfer	One-Way Ride	Transfer	One-Way Ride	Transfer
Regular	\$4.00	Not Applicable	\$4.50	Not Applicable	\$6.00	Not Applicable
Youth Age 5 - 18)	\$4.00	Not Applicable	\$4.50	Not Applicable	\$6.00	Not Applicable
Senior/Disabled/Medicare	\$4.00	Not Applicable	\$4.50	Not Applicable	\$6.00	Not Applicable



## Appendix 2: YOUR Ride Eligibility Form

### YOUR Ride Eligibility Form

Please complete this form and mail or return it, along with proof of eligibility, to the following address:

Attention: YOUR Ride Eligibility  
350 Industrial Way  
Woodland, CA 95776

#### Primary Applicant Information

Last Name:	First Name:	Middle Initial:
Household Street Address:		
City:	State:	Zip Code:
Email:		
Phone:		

#### Additional Household Registrants Information

1. Full Name:
a. Email:
b. Phone:
c. Relationship to Primary Applicant:
2. Full Name:
a. Email:
b. Phone:
c. Relationship to Primary Applicant:
3. Full Name:
a. Email:
b. Phone:
c. Relationship to Primary Applicant:
4. Full Name:
a. Email:
b. Phone:
c. Relationship to Primary Applicant:

\*Additional household member information may be attached to this form as necessary

**CONTINUED ON REVERSE →**

Do you or any member of your household use or require a mobility device or special accommodations?    ☐ Yes    ☐ No

If Yes, Please indicate which member and what accommodations may be required:

- ☐ Primary:
- ☐ Wheelchair    ☐ Cane/Walker    ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):\_\_\_\_\_
- ☐ Household Registrant 1:
- ☐ Wheelchair    ☐ Cane/Walker    ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):\_\_\_\_\_
- ☐ Household Registrant 2:
- ☐ Wheelchair    ☐ Cane/Walker    ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):\_\_\_\_\_
- ☐ Household Registrant 3:
- ☐ Wheelchair    ☐ Cane/Walker    ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):\_\_\_\_\_
- ☐ Household Registrant 4
- ☐ Wheelchair    ☐ Cane/Walker    ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):\_\_\_\_\_

For YOUR Ride Use Only

<b>Application Identification Number:</b>	<b>Expiration Date:</b>
<b>Eligibility Document:</b>	
<input type="checkbox"/> Government-issued Identification Card	
<input type="checkbox"/> Mortgage/Rental/Lease Agreement or Utility Bill	
<input type="checkbox"/> Medical Document/Bill	
<input type="checkbox"/> Employment Document	
<input type="checkbox"/> Educational Facility/Institution Letter or Enrollment Document	
<input type="checkbox"/> Other (specify):	
<b>Verified By:</b>	



### **Appendix 3: Yolobus Microtransit Administrative Appeal Process**

The Yolobus Microtransit Administrative Appeal Process has been established for persons to appeal decisions if they are denied access to microtransit service. Yolobus Microtransit has established a two-step appeals process for persons whose applications for eligibility are denied or for persons who have received suspension notices for other reasons. An individual may file an appeal when Yolobus Microtransit denies service for any of the following reasons:

- Denial of Eligibility
- Suspension resulting from excessive No-Shows or Cancellations
- Suspension for Seriously Disruptive Behavior

Yolobus Microtransit will inform an applicant or current customer of a decision to deny eligibility status or to suspend service by letter. Individuals have 60 days from the date of the letter informing them of an eligibility denial or service suspension to request an appeal. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal. Requests for an appeal must be sent in writing by U.S. mail and should be addressed to:

Deputy Director of Operations, Planning, and Special Projects  
Yolo County Transportation District – Yolobus Microtransit  
350 Industrial Way Woodland, CA 95776

Upon receipt, the appeal request will be immediately date-stamped. Within 10 days of the receipt of the appeal, the appellant will receive the results of the initial appeal in writing. If an appellant is not satisfied with the outcome of the initial appeal results, they may request a second step panel hearing. Within 10 days of receipt of notice of appeal results, the appellant must send a request in writing addressed to:

Yolobus Microtransit Appeals Panel  
c/o Yolo County Transportation District  
350 Industrial Way  
Woodland, CA 95776

Once the request for a second step appeal is received, a three-member Appeal Panel will convene. The Appeal Panel consists of two Yolo County Transportation District staff persons and a stakeholder of Yolobus Microtransit. Yolobus Microtransit will not provide service to individuals who are pursuing an eligibility appeal. However, if the Appeal Panel has not made a decision within 30 days after the hearing, temporary service will be provided. This temporary service will continue until a decision on the appeal is reached.

Upon appeal for a No-Show or Cancellation suspension, paratransit service will be provided pending the appeal; suspension of service will not begin until the appeals process is complete. If a decision is not made within 30 days of the completion of the appeal hearing, the individual appealing the suspension shall be granted service until a final decision has been reached. Persons requesting a second step appeal will be notified in writing of the time, date and location of the appeal hearing. Individuals are encouraged to attend the appeal hearing although attendance is not mandatory. If individuals requesting appeals cannot attend, they may have another person(s) represent them at the hearing. If the individual or a designated representative is not present at the appeal hearing, the Appeal Panel will base its decision on the documentation submitted by Yolobus Microtransit. Passengers who exhibit behavior that Yolobus Microtransit documents as being seriously disruptive will be suspended from receiving microtransit services until the Appeal Panel reviews the suspension.