



FREQUENTLY ASKED QUESTIONS:

1. What is YOUR Ride?

YOUR Ride microtransit is a shared on-demand transportation service which allows users to request a ride where and when they need it rather than scheduled fixed route service which stops at bus stops following a set schedule.

2. How does it work?

Knights Landing and Winters residents can call us at (530) 402-2891 or download the free Tripshot app from the Apple App Store or Google Play Store to their smart phone to book an on demand ride to and from anywhere within the service area.

3. How do I register for the service?

Knights Landing residents can fill out one household application using the registration form on this page or visit YCTD offices at 350 Industrial Way, Woodland, CA 95776 Monday through Friday 8:00 AM to 5:00 PM to fill out a copy. Please bring proof of residency such as a bill, lease, or official correspondence showing a local address or PO Box number to enroll. Complete paperwork can be submitted in person or via email to yourride@yctd.org.

4. How much does it cost?

During this pilot period, promotional fares will be as low as \$1 each, 50 cents for youth 18 and under. The full fare is just \$4 per person. Currently youth age 18 and under may ride YOUR Ride for free through December 31, 2021. Contact customer service for information about other promotional events.

5. What are the hours of operation and days?

In Knights Landing the service operates Monday through Friday, and Sundays from 8:30 AM to 5:30 PM. Please make sure to book your ride before 5:00 PM to ensure the trip during periods of high demand. Hours and days are subject to adjustment during the pilot period.

In Winters the service operates Monday through Saturday from 8:30 AM to 4:30 PM. Please make sure to book your ride before 4:00 PM to ensure the trip during periods of high demand. Hours and days are subject to adjustment during the pilot period.

6. Where can I go?

The Knights Landing microtransit service covers Knights Landing and the City of Woodland. Customers can travel within or between either of those two areas. For example, a rider could book one trip to Woodland from Knights Landing, then travel to a second location within Woodland, and finally book a third trip to return to Knights Landing.

The Winters Microtransit service is open to residents of the City of Winters and the El Rio Villa community to request on demand service within Winters, as well as to or from Davis and Vacaville. Certain limitations apply with respect to how far in Davis and Vacaville the service can travel, please call with any questions or for trip planning assistance.

7. How long will it take?

YOUR Ride microtransit is a shared ride, on demand service. Pickup waiting times and travel times will depend on many factors including distance, traffic, and how many other users have requested trips. In some cases, a ride will stop to pick up another customer before arriving at the requested destination. The Tripshot software includes calculations to determine when and in what order to most efficiently transport all the users.

8. How can I pay?

Rides can be paid for in cash or using a Connect Card. Visit www.connecttransitcard.com for more information or visit YCTD offices at 350 Industrial Way, Woodland, CA 95776 Monday through Friday 8:00 AM to 5:00 PM to purchase a Connect Card and add fare value.

9. I don't have a smartphone, how do I book a ride?

Customers can always book a ride over the phone by contacting our customer service at (530) 402- 2891.

10. Can customers in a wheelchair or mobility device ride?

All vehicles are equipped with wheelchair lifts and operators are trained to assist passengers with different types of mobility needs. In order to book a ride for a customer using a wheelchair, please call our customer service number and request a wheelchair space for the ride.

11. How many passengers can ride in a vehicle?

Our current YOUR Ride fleet vehicles consist of small transit buses or "cutaways" that can hold up to 8 passengers. Please note that shared rides means that it is possible that some seats may be reserved for other customers that have already requested rides. Microtransit vehicles may include small transit buses, vans or even sedans in the future.