



## **YOLOBUS SPECIAL RIDER'S GUIDE – July 1, 2016**

**Yolobus Special**  
**352 Industrial Way**  
**Woodland, CA 95776**  
**Phone: (530) 666-2877**  
**[www.yolobus.com](http://www.yolobus.com)**

## **Introduction**

Yolobus Special is a public transit service for people who are unable to use regular Yolobus fixed route buses because of a disability or a disabling health condition. Yolobus Special transports riders in modified vans, or in minivans equipped with a wheelchair lift. Yolobus Special was established to meet requirements of the Americans with Disabilities Act (ADA).

This Riders Guide describes how to use Yolobus Special. Think of the Guide as the “Driver’s Manual” for Paratransit. You should carefully read this Guide to learn the “rules of the road.”

## **Eligibility**

To use Yolobus Special, you must apply and be found eligible for the service. The process includes a paper application and a potential follow-up interview by phone or in-person. If you are eligible you will receive a letter that explains your eligibility and what kind of service you will receive. If you have questions about eligibility, call Yolobus Special.

## **Full Eligibility**

If you are never able to use Yolobus fixed route buses without having another person there to help you, you will have full eligibility for paratransit. That means you will be allowed to take all your transit trips on paratransit. You may choose to travel on Yolobus

when you can, for example when traveling with an attendant.

### **Conditional (Limited) Eligibility**

If the Eligibility Certification Department determines that you are able to use Yolobus fixed route independently for some trips, but not others, you will be given conditional eligibility. You will be allowed to take some of your trips using Yolobus Special service. We will explain which trips you may take on Yolobus Special, and which trips you should plan to take on regular transit. We may refuse to provide a paratransit trip that you are able to take on Yolobus.

### **Temporary Eligibility**

If your disability is temporary or your health is expected to improve, you will be given paratransit eligibility for a limited time, after which you are expected to return to using regular Yolobus fixed route service.

### **Length of Eligibility**

Your full or partial eligibility to use Yolobus Special service is assigned for a period of three years. You must reapply every three years for continuous service. Reapplication is required even when your disability is permanent and unchanging. Yolobus Special will send instructions to you on how to reapply before your eligibility expires.

## **Visitor Eligibility**

All public transit agencies in the United States offer paratransit services to meet the requirements of the ADA. If you travel outside the Yolo County Area your eligibility would allow you to use the ADA paratransit systems of any public transit agency in the United States for up to 21 days per year.

## **Bringing Other People**

ADA eligible riders, their personal care attendants, and their companions are allowed to use YoloBus Special. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for them when you make the reservation for yourself.

## **Companions**

A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. You can always take one companion, but additional companions can only be added on the day of service if there is room. Companions pay the same fare as you to ride paratransit.

## **Personal Care Attendants**

A personal care attendant is someone you need to help you to perform daily activities, such as eating, dressing, personal hygiene, or finding your way. When you apply for paratransit, you will be asked about your need for a personal care attendant. Personal care attendants pay no fare when they ride with you.

**Yolobus Special reserves the right to contact your health care professional to verify your need for an attendant. Fraudulently claiming to travel with an attendant to avoid paying a fare for a companion may result in suspension of service.**

## **Service Area**

Yolobus Special service is available within  $\frac{3}{4}$  miles of all Yolobus fixed routes. Premium service is available to medical facilities only in portions of Sacramento and Vacaville.

Local ADA Paratransit Service within the City of Davis and within  $\frac{3}{4}$  of a mile of Yolobus routes 42A, 42B, 220 and all Unitrans lines is operated by **Davis Community Transit**. Call 530-747-8240 for service.

## **Fares**

When you make a reservation for a trip on Yolobus Special, you will be told the fare for your trip. You must pay your fare as soon as you get into the vehicle. You

may pay in cash, with tickets, or with a combination of the two. If you are paying with cash, bring exact change because the drivers cannot make change. Tickets are available in \$4.00, \$4.50, or \$6.00 denominations and are sold in sheets of ten.

## 2016 Yolobus Special Fares and Tickets\*

	One-way	Sheet of 10 Tickets
Local	\$ 4.00	\$ 40.00
Intercity	\$ 4.50	\$ 45.00
Premium	\$ 6.00	\$ 60.00

\*fares subject to change by YCTD Board of Directors

## Purchasing Tickets

You can buy sheets of Yolobus Special tickets at a number of locations:

- In person from Yolobus Special Administration, 350 Industrial Way, Woodland, CA 95776
- Online at [www.yolobus.com](http://www.yolobus.com)
- Call Yolobus Special Administration for the ticket sale location nearest you or to order by mail. Phone number 530-661-0816.

## Service Hours / Days

ADA paratransit is designed as a direct substitute for regular bus service. **Therefore, Yolobus Special service is only available near operating bus lines.**

Specifically, paratransit service is available within  $\frac{3}{4}$  of

a mile of a Yolobus route during the same hours that buses are running on those routes. Both the origin and destination of the paratransit trip must meet this standard. The Yolobus Special Customer Service Center will tell you if paratransit will be available for any particular trip you might want to make.

Yolobus Special observes the following holidays. Service coverage on holidays is identical to the Yolobus Sunday schedule.

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## **Reservations**

**Travel on Yolobus Special is by advance reservation only.**

Same day reservations are accepted only on a limited space available basis. Reservations are made on the phone to the Yolobus Special Customer Service Center. Reservation calls are accepted from 7:00 a.m. to 5:00 p.m. Monday through Friday, and 8:00 a.m. to 4:00 p.m. weekends and holidays. ***You can make a reservation from one to seven days in advance.***

## Information You Must Provide

Either you or your caregiver can call to make a reservation for you. A Reservationist will enter your request into our reservation system, and will negotiate your scheduled pick up time. Have this information ready to make a reservation:

- Your name, home address, and phone number.
- The address where we will pick you up.
- The address where we will drop you off.
- Any special instructions that the driver may need, such as gate codes, directions to a hard-to-find door, etc.
- The date you want to travel.
- The time you want to be picked up **or** the time you want to be dropped off at your destination.
- Whether you are traveling with a personal care attendant or a companion.
- Whether you are traveling with a service animal.
- Whether you will be using a mobility aid such as a wheelchair, walker, or scooter.

## Your Reservation Request

You have the option of requesting a reservation based **either** on the pick-up time you want, **or** on the time you want to be dropped off at your destination. If you want to be dropped off at a particular time, the reservationist will negotiate a pick-up time for you. The Reservationist will take into consideration traffic and



the fact that other riders may be picked up and dropped off along the way.

The Reservationist will offer you the best reservation time possible. However, the exact pick-up time you want may not be available. Due to staffing and call center telephone traffic, reservationists are only allowed to check a limited number of different times slots for your reservation if you aren't happy with the times initially offered.

### **Pick-Up Window**

When you make your reservation, you will be told a 30-minute range of time during which you can expect the Yolobus Special vehicle to arrive to pick you up. This 30-minute period is called a “pick-up window.” Your vehicle may arrive 15 minutes before or 15 minutes after your scheduled pick up time.

### **Shared Rides**

Yolobus Special is a “shared-ride” service. This means that other riders with different destinations will be picked up and dropped off along the way and the routing is not necessarily linear. Your trip may take longer than if you took a taxi or drove yourself. Your ride may take a similar amount of time as the same trip would take on a Yolobus fixed route bus, including transfers and wait times.

## **Vehicle Types**

Service with Yolobus Special is provided primarily with lift vans or cutaways, although other types of vehicles are occasionally used, as appropriate. Assignment to a vehicle is exclusively at Yolobus Special's discretion.

## **Calling with Questions**

The Customer Service Center at Yolobus Special is open 7 days a week during all hours of operation roughly from 4 a.m. until after midnight. You can call at any time with questions about your reservation or your trip.

## **Changing Your Reservation**

**You must call the reservation number during reservation hours at least the day before to make changes in your trip.** Requests for changes on the day of your trip cannot be accommodated.

Do not ask the driver to make changes to your trip, such as dropping you off at a different address.

**Drivers are not allowed to make changes to the trips they are assigned.**

## **Canceling a trip**

Cancel a trip you do not plan to take as soon as you are aware that you don't want it. A dispatcher is available to take your call to cancel at any time of the day or night.

## **Subscription Service**

If you need to go to the same place over and over, at least once a week for at least a month, you can request a “standing order” through the Customer Services Center. Once set up, Yolobus Special will continue to pick you up without the need for you to make an individual reservation for each trip. If there is no immediate space for your standing order, you may be put on a waiting list. While you are on the waiting list, you can make individual reservations for each day’s trips in the normal fashion.

Subscription service is limited to riders traveling to the same place at the same time at least once a week for a minimum period of 90 days. Yolobus Special shall restrict and/or prioritize subscription service to maintain a maximum level of fifty percent (50%) of available capacity on the total system at any given time, unless there is excess demand capacity available. *Excessive advance cancellations may result in the loss of subscription service privileges.*

Standing order rides are normally cancelled automatically on holidays as most people do not need their rides then. An exception is trips to and from dialysis which are scheduled 365 days per year. However, if you want your standing order trip on one of the holidays, call and make a reservation for that day.

See section “Service Hours/ Days” on page 6 for a complete list of Yolobus Special holidays.

## **Taking Your Paratransit Trip**

### **Pick-up**

Remember, when you make your reservation, the Customer Service Representative will confirm your trip by giving you a 30-minute “pick-up window.” The pick-up window is from 15 minutes before your pick-up time to 15 minutes after your pick-up time. Your vehicle may arrive to pick you up at any time during the window, but you must be ready to leave and go to the vehicle at the beginning of your pick-up window.

**It is your responsibility to wait where you will be able to tell that the vehicle has arrived. Drivers are not allowed to leave sight of their vehicle.** At most they can announce their arrival at your door or at the lobby of a building, if that can be done without leaving a vehicle unsupervised with passengers aboard.

### **5 Minute Rule**

**Be ready! The driver is allowed to wait only 5 minutes for you!** It is your responsibility to be ready to take your trip. If you do not meet the vehicle when it arrives, your driver will attempt to find you and Yolobus Special will attempt to telephone you. If you cannot be located **or** choose not to start boarding within five minutes, the driver may leave and continue to their next pick-up. If you miss your pick-up, there may be a

substantial wait for another pick-up from Yolobus Special. In addition, you may be penalized for failing to take the trip.

### **Early Pick-ups**

Sometimes your vehicle will arrive before the beginning of the window because of a cancellation or especially light traffic. If your vehicle arrives before the pick-up window, **you may wait to get on the vehicle until the start of your confirmed pick-up window**, or you may get into the vehicle and leave right away. It's your choice.

### **Late Pick-ups**

Sometimes your vehicle may be late picking you up. If your vehicle has not arrived by the end of the pick-up window, you can telephone Yolobus Special to find out the estimated arrival time. If your ride arrives late, you may decline to take the trip and you will not be penalized.

### **No-shows and Late Cancels**

If you don't take a trip you have reserved on Yolobus Special, and you didn't call to cancel it ahead of time, it is called a **no-show**. It is a serious violation of Yolobus Special's rules for riders. Canceling a trip less than two hours before the scheduled pick up carries the same penalties as a no-show. You will be penalized if you

have a **pattern of repeated no-shows or late cancels**. Penalties are listed on page 21.

If you no-show a ride, Yolobus Special will **not** automatically cancel the return trip for the no-show. It is important that if you no-show a trip, you call Yolobus Special immediately to let us know that you will **not** be using other rides you have reserved that day. Failure to do so may result in additional no-shows.

### **Using The Lift**

If you can walk but are picked up by a van and would find using the stairs difficult, you can be taken on board the vehicle on the lift. Yolobus Special vans have passenger lifts that meet ADA requirements. All wheelchair accessible vehicles are equipped with passenger lifts or ramps that meet ADA specifications.

### **Children on Paratransit**

Children may travel on Yolobus Special—as eligible riders and as companions. **Children pay the same fares as adults.** 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.** Yolobus Special will not carry a

child without a safety seat. Drivers are not permitted to lift or carry children, install child safety seats or secure children into such seats.

### **Children as Eligible Riders**

Children whose disability (as opposed to their age) would prevent them from using regular buses and trains by themselves may be eligible for paratransit. Very few children under the age of 5 meet this requirement. However, children under the age of 5 who are eligible must travel with a parent or a personal care attendant. Older eligible children may be required to travel with a personal care attendant if the child is seriously disruptive or presents a safety hazard to themselves or others.

### **Children as Companions**

Eligible riders may bring one child as a companion and may bring additional children if space is available. The rider should call on the day of service to find out if there is room. The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

### **Package Limitations**

You may only travel with the number of packages that will fit on your lap or at your feet. Your driver can help you by carrying up to two packages, no larger than grocery bags, to and from the vehicle. You must carry

any other packages either by yourself or with the help of an attendant or companion.

### **Life Support Equipment**

You can bring your respirator, portable oxygen, or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you or your personal care attendant.

### **Traveling With Animals**

#### **Service Animals**

You may bring your guide dog or other service animal that has been trained to help you with your disability.

The service animal must be under your direct physical control and must be well behaved. It must not soil or damage the vehicle, bark, growl, or act in an aggressive or threatening manner. You must tell the Customer Service Representative that you are bringing an animal when you make your reservation.

#### **Pets**

You may travel with a small pet as long as the animal is fully enclosed in a secure pet carrier that you can manage and hold on your lap or place at your feet.



## **Driver Responsibilities and Behavior**

**Yolobus Special drivers have many responsibilities. Drivers are required to:**

- Get out of the vehicle and let you know they have arrived.
- Offer assistance, such as pushing your wheelchair or offering their arm to help you walk safely to the vehicle and assisting you in and out of the vehicle.
- Wear a uniform and identification.
- Carry a single small load of packages to or from the vehicle such as two grocery bags.
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle.
- Keep their vehicle in sight when parked if riders are aboard.
- Be courteous at all times.
- Collect the fare listed on their schedule or manifest.
- Carry only the riders assigned to them along with attendants, companions, and service animals who have reservations.
- Go only to the destinations listed on the manifest or as notified by their dispatcher.

**Drivers are NOT ALLOWED to:**

- Enter the rider's residence or go past the lobby of a public building.
- Leave the vehicle unattended.

- Perform any personal care assistance such as assisting riders to dress.
- Smoke, eat, or drink in the vehicle.
- Use a cell phone, play loud music, or wear headphones in the driver area.
- Be rude or harassing to the passengers.
- Take information from the rider about cancellations or changes in reservations.
- Accept tips or gifts.
- Lift or carry riders, or carry wheelchairs up and down steps.

We are not an ambulance or cab service; all drivers are trained in basic first aid but they are not medical technicians. If there is a medical or health emergency on-board, such as a rider having a seizure or a dialysis patient bleeding, the driver will pull over and request emergency services (911).

## **Rider Responsibilities and Behavior**

Riders, their companions, and their personal care attendants must be responsible in their use of Yolobus Special and follow our rules of conduct to ensure the safety and comfort of all riders and the driver. In order to successfully ride Yolobus Special services, riders must be able to comply with the following standards:

## **Minimal Behaviors Required of all YoloBus Special Riders**

- Enter and exit the vehicle voluntarily. This means the rider should not require an inordinate amount of coaxing or any force and not require that a specific caregiver or family member be present. The rider must be able to follow the driver's instructions.
- Stay buckled in their seat or wheelchair while the vehicle is moving. The rider must not attempt to move around the vehicle or require supervision from the driver while the vehicle is in motion.
- Not attempt to exit the vehicle whenever it stops: at stop signs, lights, in traffic, while picking up or dropping off other passengers.
- Be able to refrain from hitting and/or touching other riders, the driver, or the seats of the driver and other riders.
- Refrain from sudden or loud verbal outbursts which could threaten the health of fragile riders or the driver's safe attention on driving.
- Refrain from threats, and/or racial or sexual remarks.
- Not invite sexual attention from the driver or other passengers.

## **Caregiver Responsibility**

Some riders are mentally or cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the rider's caregivers or family to clearly identify these riders to Yolobus Special at the time of reservation so that Yolobus Special can inform the driver and take appropriate precautions. However, the driver cannot act as an attendant for these riders. Cognitively impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these riders, it can seriously disrupt the driver's schedule. If Yolobus Special encounters absences of an attendant or caregiver, service to the rider may be suspended and the situation reported to adult protective services.

## **Rider Behavior**

Riders, companions, and personal care attendants **must:**

- Avoid no-shows and late or repeated cancellation of reservations.

- Get aboard the vehicle promptly, remain seated once on board, wear the seat belt, and keep arms, legs, and head inside the vehicle.
- Always pay a fare (personal care attendants ride free).

Riders, companions, and personal care attendants **must not:**

- Eat, drink, play radios or CDs aloud, or litter on the vehicles.
- Soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene.
- Distract the driver or interfere with the vehicle or equipment.
- Carry fireworks, flammable liquids, or weapons aboard the vehicle.
- Use abusive, threatening, or obscene language to other riders or any Yolobus Special staff.
- Commit violent or illegal actions.
- Fraudulently obtain paratransit service for themselves or for others.
- Behave in ways that disrupt the service or delay the vehicle.
- Harass other riders or Yolobus Special staff, including racial, sexual, gender, or age-related harassment.

## **Rider Cancellations and No Shows**

Passengers must cancel unwanted trips, whether demand or subscription service, by 5:00 p.m. the day before the scheduled trip. Trips canceled by 5:00 p.m. the day before the scheduled trip will be counted as Advance Cancellations. 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.

## **Same Day Cancellations**

A Same Day Cancellation occurs when a rider cancels a scheduled trip between 5 p.m. the day prior to the trip and up to two hours before the scheduled pick-up time.

## **No Shows and Late Cancellations**

A No Show occurs when a rider fails to board the Paratransit vehicle within 5 minutes after it arrives within the ready-time window. Trips that are not cancelled at least two hours before the scheduled time will be considered Late Cancellations. This is considered an operational no-show because canceling less than two hours in advance does not give us time to reroute the vehicle.

## **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 *less than 2 hours*)
- Engaging in disruptive behavior
- Failing to pay a fare on a repeated basis
- Falsifying medical 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 30day period. Examples of situations not within the passenger's control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- 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 will be assessed for suspension if less than 2 hours prior to the scheduled trip*

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 at least one hour prior to the ride.

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 paratransit 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+ suspension: 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 Special Administration to investigate the alleged situation or incident. If YoloBus Special Administration determines the rider's behavior to be disruptive or violent, the rider shall be sent a written notice by YoloBus Special 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 Special 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. Riders appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until YoloBus Special 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 Special 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 Special shall take the following steps:

- Notify the individual in writing that Yolobus Special 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 Special administrative staff.
- Provide the individual with written notification of the decision and the reasons for it.

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

Appeals must be received by Yolobus Special Administration within 60 calendar days from the date of the written notice of suspension. The Service Provider shall forward to Yolobus Special 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 Special Administration, the rider may continue to ride Yolobus Special pending an appeals 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).

## **Penalties**

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

3. Over a rolling period of up to 60 days, you schedule 10 or more rides and no-show or late cancel more than 20% of scheduled rides, **or**
4. Over a rolling period of up to 60 days, you schedule between 3 and 9 rides and no-show or late cancel 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 your responsibility to cancel rides you no longer need by calling the Reservations office at least two hours prior to the ride.

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 paratransit 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<sup>rd</sup> suspension: 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.

You are not penalized for no-shows or late cancels that occur because of sudden emergencies which make it impossible for you to cancel more than two hours before your trip.

However, because only two hours' notice is needed to cancel, it is anticipated that you will usually be able to cancel in a timely fashion. You are not penalized for being a no show if your ride arrived late, that is, after the end of the pickup window, or if a reservation error was made by the Customer Service Representative. You are encouraged to discuss your record with staff if you feel you have been charged with a "no-show" in error.



Suspension is also the penalty for offenses other than no-shows or late cancels. Based on the seriousness and frequency of the offense, penalties generally follow the progressive procedure above. However, immediate indefinite suspension of service may be imposed if that is necessary to preserve the safe operation of Yolobus Special. Unless immediate suspension is warranted, a rider will receive a written or verbal warning before being suspended so that they can correct the behavior that is causing the problem.

Anyone who commits a physical assault or other illegal act will also be subject to criminal prosecution.

## **Appeals**

If you are suspended, you have the right to appeal. You will be sent information about how to appeal with your suspension letter. A panel, consisting of staff from Yolobus Administration (Yolo County Transportation District) will hear the appeal.

Riders who appeal a suspension for multiple no-shows and late cancels will be allowed to continue to use Yolobus Special pending the outcome of an appeal hearing. For other types of suspensions, Yolobus Special administrative staff will decide on a case-by-case basis whether a rider who has appealed a suspension can use the service pending the outcome of the appeal hearing. This decision will be based on

consideration of the safety and security of system operation.

## **Exceptions to the Rules**

Yolobus Special recognizes that some disabilities and health related conditions may cause people to act in ways that may violate some Yolobus Special rules. For example, a person with some conditions may have involuntary verbal outbursts.

Yolobus Special will take disability related conditions into consideration before suspending service.

However, suspension will still be an option if it is necessary to maintain the safe operation of the system. In such cases, service can be restored when the rider and the rider's caregivers develop a plan to ensure that the safety of Yolobus Special is not compromised.

## **Requests for Reasonable Modifications**

Yolobus Special customers may make requests for reasonable modifications to the service as described in this guide. Please visit [www.yolobus.com](http://www.yolobus.com) to view and download further information or contact Jose Perez at 530-402-2826 regarding such requests.

## **Feedback Complaints**

Yolobus Special uses communication to and from our riders to keep track of how the paratransit system is operating. **Please call to let us know when you have a problem, so that we can work to correct it for the future.** If you have a problem on a trip, just give us your name, the date, and approximate time of your trip.

We can identify the Reservationist who made your reservation or the driver who provided the ride. You can make a complaint in any of the following ways:

- Tell a Reservationist that you want to make a complaint.
- Write to the Yolobus Special Administration Office.
- Submit your comment through our website:  
[www.yolobus.com](http://www.yolobus.com)
- Email your comment to: [custserv@yctd.org](mailto:custserv@yctd.org)

All complaints are acted on. You will receive a phone call within 14 days letting you know your complaint was received and addressed.

## **Praise**

It's important to let staff know when things go well. Use any of the above methods to communicate your positive experiences. Your praise will be forwarded to drivers or other staff if you desire.

## **Courtesy Cards**

All vehicles carry courtesy cards. Ask the driver for one. You can fill one out and give it to the driver or mail it in after your trip.

## **Secret Riders**

Yolobus Special also gets information from a few riders who keep detailed records on how their rides are going for about six months. In return for their help, these people are reimbursed with fare tickets. If you are interested in helping in this way, call Jose Perez, Deputy Director-Operations, Planning, & Special Projects at (530) 402-2826.

## **Lost and Found**

Yolobus Special is not responsible for lost or stolen items. Riders and their attendants and companions are responsible for keeping track of their personal possessions while traveling on Yolobus Special. If you discover you have left something on a vehicle, call our Customer Service Center to report it. If the item is found, you will be contacted and told where the item is being stored. You will have up to 30 days to retrieve it, before it is donated to charity. If you take a Yolobus Special ride to pick up your possession, you will be charged the normal fare.

**Please let us know if you need this handbook in a different format, such as, large print, electronic format, or Spanish by contacting the District at:**

**[www.yolobus.com](http://www.yolobus.com)**

**[custserv@yctd.org](mailto:custserv@yctd.org) [email]**

**(530) 661-0816 [main]**

**TTY: Dial 711 or (800)735-2929 or  
(800) 855-3000 [Spanish]**

## Other Transportation Options in the Region

### Yolobus Fixed Route Service

(530)661-0816, (916)372-2877, (800)371-2877

TTY: California Relay Service Dial 711 or (800)735-2929 / (800)855-3000

[Spanish]

[www.yolobus.com](http://www.yolobus.com)

### Unitrans

(530)752-2877

[www.unitrans.com](http://www.unitrans.com)

A fixed route service for points within the City of Davis

### Davis Community Transit

(530)747-8240

[www.cityofdavis.org/cs/transit](http://www.cityofdavis.org/cs/transit)

Complementary paratransit service for those who qualify under the Americans with Disabilities Act in the City of Davis

### Woodland Community Care Car

(530)662-7800

[www.communitycarecar.org](http://www.communitycarecar.org)

Assisting Woodland's Senior Citizens with their transportation needs.

### West Sacramento Community Center Shuttle

(916)372-0200

Round trip shuttles from home for seniors to the Community Center and certain shopping centers in West Sacramento

[www.cityofwestsacramento.org/city/depts/pcs/activeaging/transportation.asp](http://www.cityofwestsacramento.org/city/depts/pcs/activeaging/transportation.asp)

### Sacramento Regional Transit

(916)321-2877

[www.sacrt.com](http://www.sacrt.com)

### Paratransit, Inc. (Sacramento County)

(916)429-2009

[www.paratransit.org](http://www.paratransit.org)

### Amtrak

800-872-7245

[www.amtrakcalifornia.com](http://www.amtrakcalifornia.com)