



# **Yolo County Transportation District**

## **Microtransit Policy Guide**

***Updated October 2023***

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## Introduction

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.

### Microtransit Service Overview

In March 2023, YoloTD board members approved to rebrand YoloTD's microtransit service from YourRide to the *"Beeline, On-Demand Transit by YoloBus"*. Microtransit is a shared transportation service that operates in the space between traditional fixed route transit and ride hailing technology. The Beeline will serve as YoloTD's affordable on-demand service that will operate in the communities of Knights Landing, Winters, and Woodland. With the new Microtransit model you can easily book an on-demand trip and head to work, run errands, or even connect with other YoloTD's services right from your phone using the RideCo app or dial our microtransit landline number to book a ride.

### About Yolo Transportation District

The Yolo Transportation District (YoloTD) is a special district funded by the cities of Davis, West Sacramento, Winters, and Woodland, as well as by the County of Yolo. YoloTD 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, and microtransit demand-responsive services.

## Hours of Operation

The table below shows the hours of operation for the service. Note that hours vary by location.

Service Area	Monday-Thursday	Friday	Saturday	Sunday
Knights Landing	<b>8:30am – 5:30pm</b>	<b>8:30am – 5:30pm</b>	<b>Service does not operate</b>	<b>8:30am – 5:30pm</b>
Winters	<b>8:30am – 4:30pm</b>	<b>8:30am – 4:30pm</b>	<b>8:30am – 4:30pm</b>	<b>Service does not operate</b>
Woodland	<b>7:00am-7:00pm</b>	<b>7:00am-11:00pm</b>	<b>9:00am-11:00pm</b>	<b>9:00am-6:00pm</b>

## Fares and Transfer Policies

### Woodland Fares

Type of Fares:	Cost
One way regular	\$3
Youth (Ages 0-18)	\$1.50
One way Senior (62+)/Disabled	\$1.50

### Knights Landing Fares

Type of Fares:	Cost
One way regular	\$2
Youth (Ages 0-18)	\$1.50
One way Senior (62+)/Disabled	\$1.50

### Winters Fares

Type of Fares:	Cost
One way regular	\$2
Youth	\$1.50
One way Senior (62+)/Disabled	\$1.50

### How to Pay:

1. The preferred form of payment is through the RideCo app.
2. Connect card, Cash, Cash value tickets at \$10, \$20, \$30 and Zip Pass **are** eligible forms of fare media for microtransit service.
3. Two-way tickets are **are** eligible for microtransit service.
4. Complimentary tickets are **are** eligible for microtransit service.
5. Cash value tickets **are** eligible for microtransit service; The passenger must provide the cash value ticket upon boarding.
6. Promotional tickets are **not** eligible for microtransit service.
7. Sacramento Regional Transit passes are **not** eligible for microtransit services.
8. There are **no** student discounts for microtransit service.

### Transfer Policies:

1. Transfers to and from microtransit to local and intercity routes are free.
2. Transfers to and from express routes to microtransit are **not** free. For riders using express service, to receive a transfer the rider must pay the difference between the cost of their express route and the cost of a microtransit trip.

## Reservations

**Reservations by Rideco app:** Reservations made through the Rideco app can be made in real time during hours of operations, or up to seven days in advance.

**Reservations by Phone:** Reservations can be made 30 minutes prior to service starting and 30 minutes before service ends. Passengers can book rides up to 7 days in advance.

## Eligibility and How to Register

Anyone is eligible to ride microtransit service once the individual is registered in the RideCo Application. You do not need to be a resident of Winters, Knights Landing or Woodland to use the service.

To use the service, individuals must register in the Rideco App. To register, you can download the App to your smartphone and register via the App. To register by phone, call our microtransit service center at (insert phone number). Individuals requesting YoloBus Microtransit service can call in to request a trip or book a trip using the Rideco App.

### Rider Identification

Have your pass or student ID ready upon boarding. Bus operators will not be able to provide change.

## Service Area Maps

YoloTD microtransit service is available in three service areas, or zones: Winters, Knights Landing, and Woodland. Winters trips may also start or end in Davis or Vacaville. The exact service areas are shown in the maps below.

To ensure safety, exact pickup and drop off locations will be determined by the Rideco System. You will be picked up and dropped off as close to your destination as possible.

## Winters

Passengers traveling to/from Winters must start or end their trip in Winters in the zone shown below. The other end of the trip must be within Winters, or within the city limits of Davis or Vacaville.

### Winters Service Zone



#### Key

Beeline Stops



Service Zone

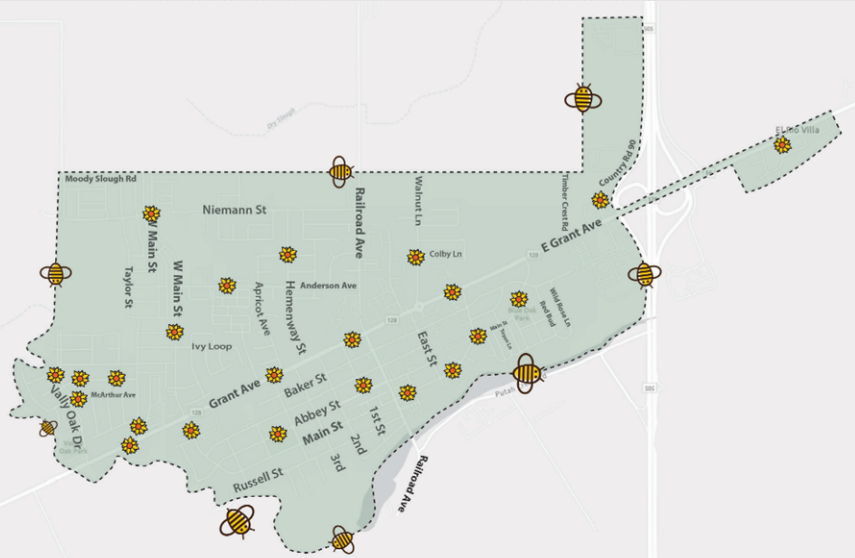
#### Hours of Operation

**Mon-Thu** 8:30 AM-4:30 PM

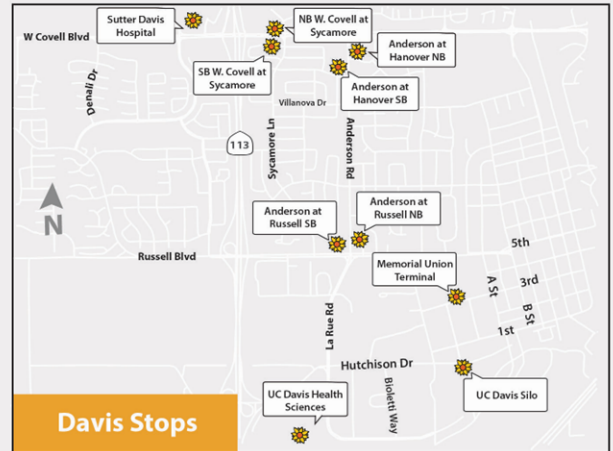
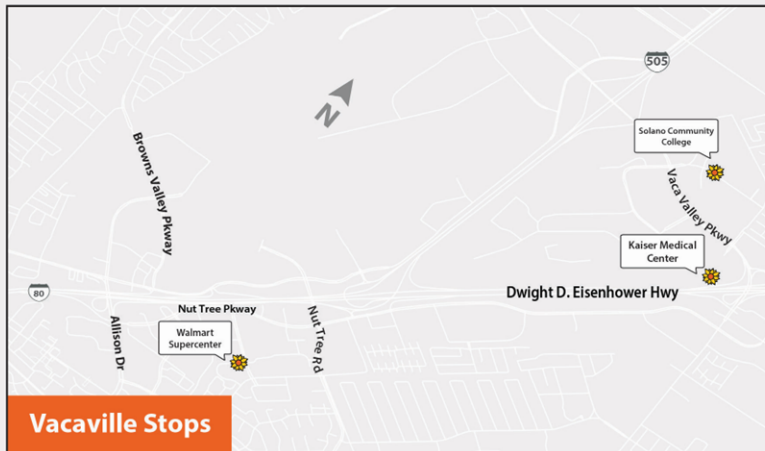
**Fri** 8:30 AM-4:30 PM

**Sat** 8:30 AM-4:30 PM

**Sun** Service does not operate

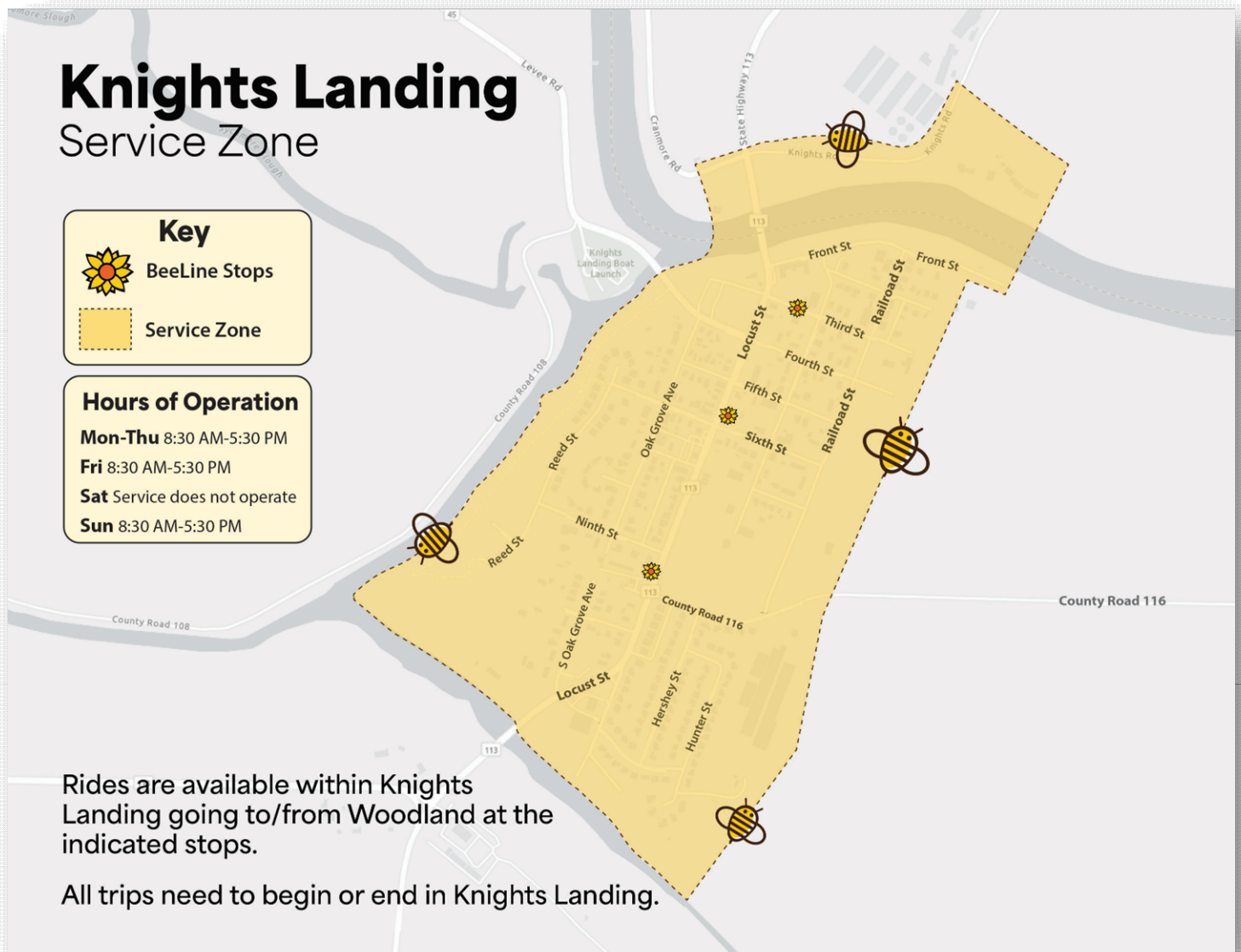


Rides are available within Winters and to/from the cities of Davis and Vacaville at the indicated stops. All trips need to begin or end in Winters.



## Knights Landing:

Passengers traveling to/from Knights Landing must start or end their trip in the zone shown below. The other end of the trip must be within the Woodland zone map shown on the next page.





## Woodland:

Passengers traveling within the City of Woodland, or between Woodland and Knight's Landing, must start or end their trip in the zone shown below.





## Bikes on Board

Up to two bikes can be stored on the bicycle rack on the front of the vehicle. Properly secure bicycles to bicycle racks from the curbside of the vehicles. YoloBus is not responsible for lost, damaged, or stolen bicycles.

Electric-assist bikes (aka e-bikes), cargo bikes, mopeds, electric-assist scooters, and similar devices are not allowed on microtransit van bike racks due to the weight of these devices and the design of the bike racks.

Foldable bikes and foot scooters are allowed on board if they are small enough to be safely stored between or under seats without blocking the aisle.

## Rider Cancellations, No Shows and Reimbursements

**All fees or reimbursements can only be applied if passengers are using debit/ credit cards or Ride Credits to request a trip.**

1. Timely Cancellation Threshold: If a passenger cancels their ride any time after booking and within 2 minutes after the app confirms their trip, they will receive the full amount in Ride Credits.
2. Late cancellation fee: If a passenger cancels more than two minutes after their trip is confirmed, 40% of the fare will be collected with the remaining amount returned as ride credits.
3. Late pickup threshold: If the passenger cancels the ride before they are picked up, when the system estimates that they'll be picked up 20 minutes after their guaranteed pick-up time window, they will receive a full refund as ride credits.

Late drop-off threshold: If the rider cancels the ride before they are picked up, when the system estimates that they'll be dropped off 20 minutes after their guaranteed arrival time, they will receive a full refund to their method of payment.

1. ~~Use of Ride Credits: If the passenger has been refunded Ride Credits, they must be used within 90 days.~~
2. Suspension for continued no show: Passengers can miss three trips before receiving a temporary suspension from using microtransit regardless of if they book a trip through the app or reserve over the phone.
3. No Show Fee: Passengers that commit a no shows will be charged a fee equivalent to the full value of the fare. Passengers who reserved their trip by phone who no showed could

be penalized or temporarily suspended from service depending on the frequency of violations.

4. Exceptions to No-Show Fee Policy:

If a passenger is a no-show when the system estimates that they'll be dropped off 20 minutes after their guaranteed arrival time, they will receive a full refund in ride credits.

5. If the passenger is a no-show when the system estimates that they'll be picked up 20 minutes after their pick-up time window, they will receive a full refund in ride credits.

## **Rider Behavior and Rules**

1. Be courteous to others-refrain from having loud and/vulgar conversations.
2. Report any suspicious items or activities immediately.
3. Quietly use your personal devices.
4. Do not carry weapons or any dangerous, flammable, hazardous or illegal items that can cause hazard or inconvenience.
5. Do not talk to or distract the operator when the vehicle is in motion.
6. Do not solicit, panhandle, advertise, make unreasonable announcements, or create unsanitary conditions on the vehicles.
7. Please stay seated during the duration of your trip.
8. Do not stand on any objects and ensure that your seat belt is secure.
9. Do not run after the microtransit vehicle if you miss your trip.
10. Do not walk in front of the microtransit vehicle after disembarking, if you need to remove your bicycle notify the operator as you leave.
11. Do not offer gifts or gratuities to the operator.
12. The driver will not be able to assist with packages/belongings beyond securing them onboard the vehicle.
13. Service animals are allowed to board YoloBus buses. A "service animal" is any animal specifically trained to work or perform tasks for an individual with a disability.
14. Non-Service animals are not allowed on Microtransit service.
15. Keep food and drinks unopened in sealed containers while on the vehicle.
16. Wear appropriate clothing and footwear while on the vehicle.
17. All passengers shall use the safety belts provided in the vehicles.

## Youth Fares, Policies, and Safety Equipment

1. Youth riders 12 and under are required to book a trip with a guardian to use microtransit service. A guardian is defined as any persons ages 13+.
2. 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 to comply with California State Law.
3. Parents or guardians are responsible for securing their child's safety.
4. Drivers are not permitted to lift or carry children.

## Personal Care Attendants, Wheelchairs, and Options for ADA Riders

1. A personal care attendant (PCA) is defined as someone designated or employed specifically to help the eligible individual meet his or her personal needs.
2. Personal care attendants ride with disabled passengers with IDs for free.
3. Yolobus Microtransit shall accommodate wheelchairs, scooters, and other mobility devices.
4. Some, but not all, microtransit vehicles are equipped with wheelchair lifts.
5. Passengers in need of the lift must specifically request a wheelchair-accessible vehicle, in the Rideco app or when booking by phone.
6. Passengers who need the lift to board but are not wheelchair users may use the lift in a standing position.
7. Paratransit fares are not accepted on Microtransit service.

## Policy on Suspension of Service

Suspension of service will be enforced if a rider logs three no-show pickups for microtransit service or if a passenger engages in violent, disruptive, or illegal conduct.

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

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

Service shall immediately be denied for 30 days to passengers who engage in violent, seriously disruptive or illegal conduct. This includes, but is not limited to:

1. Threats of physical harm to other passengers, drivers or other service personnel
2. Physical assault or battery on driver or other passengers
3. Verbal abuse, intimidation or altercation with driver or other passengers

4. Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations.
5. 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 acceptable personal hygiene standards 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). 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.

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 permanently discontinued.