

# YCAT OnCall Rider's Guide – Revised

Telephone Information and Reservations: (928) 783-2235 (toll free – 511)  
TDD/TTY: 711 through the Arizona Relay Service. Website: [www.ycat.az.gov](http://www.ycat.az.gov)

YCAT OnCall is the provider of Americans with Disabilities Act (ADA) paratransit door-to-door public transportation service within the southwest area of Yuma County. Service is provided to residents and visitors who have qualified through an application process in accordance with the ADA. YCAT OnCall may be used for work, medical, appointments, school, meetings, shopping, recreation, senior services, events and much more. Vehicles are accessible for up to two (2) mobility devices.

## YCAT OnCall Rules and Regulations

- YCAT OnCall is a door to door demand responsive service and complements the non commuter fixed route service of YCAT buses. **This service is not structured to accommodate your transportation needs in case of an emergency. If you have an emergency of any nature, call 911.**
- Same day scheduling is not a requirement under the ADA.
- Subscription service is not a requirement of the ADA. Subscription service is a premium service and may be offered at the discretion of YCAT.
- YCAT OnCall is a shared-ride service. This means that other passengers may be on board during part of the transit to the passenger's destination, and that your scheduled pick up times or routes of travel may be altered so another passenger can be accommodated.
- In all instances, traveling outside the YCAT OnCall service area will require you to transfer to fixed route buses and other ADA paratransit services operated by other transit providers to complete your trip.
- ADA paratransit services may include feeder service to and from an accessible bus stop for individuals who are unable to access a fixed route bus stop only.
- Distance from regular YCAT non commuter fixed route buses route does not itself make a person eligible for YCAT OnCall ADA service.
- YCAT OnCall ADA eligible rides may only be provided service within an area that is 3/4 of a mile on either side or the end of a non-commuter bus route.
- YCAT does not allow a child under the age of nine (9) to ride unaccompanied on any regular fixed route or demand responsive vehicle. These individuals, unescorted are not considered a "public transit user".
- YCAT revises regular bus service at least twice a year. Any changes to the fixed route transit system can result in changes to the ADA paratransit service.

<b>Passenger Eligibility</b>	ADA certified passengers may travel <b>anywhere</b> within the YCAT OnCall service area which is provided within $\frac{3}{4}$ of a mile of either side of a YCAT non commuter fixed route bus operating within the service area, Monday through Saturday. Passengers must be certified through an application process in accordance with the ADA in order to take advantage of this service. Other passengers that do not meet the eligibility criteria listed above cannot ride YCAT OnCall.
<b>ADA Certification</b>	Passengers that believe that they may be eligible for ADA certification may request an application by calling (928) 783-2235, visit <a href="http://www.ycat.az.gov">www.ycat.az.gov</a> or email <a href="mailto:Info@ycipta.az.gov">Info@ycipta.az.gov</a> . Once the application has been filled out, return the application to Yuma County Intergovernmental Public Transportation Authority (YCIPTA), 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365. The application will be reviewed by YCIPTA staff. You will be notified within 21 days of your eligibility.

	<p>If a decision is not made within 21 days, on the 22nd day you will be granted presumptive eligibility until and unless the application is denied in writing. Conditional eligibility may be granted on a case-by-case basis.</p> <p><b>ADA certification is for passengers who are unable to ride YCAT non commuter fixed route buses or access a YCAT non commuter fixed route buses bus stop due to their disability. Persons with ADA certification receive priority on all reservations and trips on YCAT OnCall and may bump other non-ADA passengers.</b></p>
<b>Door to Door Service</b>	<p>YCAT OnCall is a door-to-door demand responsive service. Passengers will not be assisted inside their home or building. Passengers needing mobility assistance must provide their own Personal Care Attendant (PCA). Bus operators may only assist passengers to the door of a home, building or entrance of a facility as long as they are within the line of sight of their vehicle. YCAT OnCall vehicles cannot be left unattended.</p>
<b>Visitors</b>	<p>If you are visiting Yuma County and use ADA paratransit where you live, you may also enjoy the benefits of ADA paratransit service on YCAT OnCall. Picture IDs with current certification from visitor's home jurisdiction is accepted. Simply call (928) 783-2235 or TDD/TTY: 711 through the Relay Service to be added to our client list. After 21 days within a 365-day period, you will need to certify with YCAT OnCall following the guidelines above under Application. Service is provided to visitors who can provide current documentation of disability.</p>
<b>Service Area</b>	<p>The boundaries for this service include the cities of Yuma, Somerton, San Luis, unincorporated area of Yuma County, including Gadsden, Fortuna Foothills (west of Walmart/32<sup>nd</sup> St), Winterhaven, Fort Yuma Indian Reservation and Cocopah Tribe areas within a ¾ mile radius of either side of YCAT routes. Service to El Centro, Fortuna Foothills, Wellton and Ligurta is available through route deviation services on YCAT Turquoise Route 10 or Gold Route 8. No other areas of Yuma County are served. If you live outside the service area and can get to an area within the YCAT service area, YCAT OnCall can pick you up.</p>
<b>Route Deviation Service</b>	<p>YCAT Gold Route 8 provides route deviated services to passengers that live within the Town of Wellton and within 1 ½ mile radius between Wellton and Yuma Palms Regional Center, including Fortuna Foothills and Ligurta. YCAT Purple Route 6A will also deviate within a ¾ mile radius within the Cocopah Reservations. YCAT Brown Route 3 will also deviate within ¾ mile radius in the Fortuna Foothills for the entire route. YCAT Turquoise Route 10 will deviate within ¾ mile radius of the route in El Centro. For details on when the bus can pick you up, please consult the YCAT Rider's Guide. No more than four (4) total deviations per one-way trip, provided that 4 deviations can be made at the discretion of dispatch or bus operator. Deviations are to be reserved at least 60 minutes in advance up to seven (7) days in advance.</p> <ul style="list-style-type: none"> <li>• The bus will only wait two minutes before proceeding on.</li> <li>• A passenger may only request up to two (2) deviations, unless passengers loads are light to warrant more deviations based on the dispatcher or bus operator discretion, based on one (1) deviation for the start of the trip and one (1) deviation for the end of the trip.</li> <li>• Fare is \$2.00 on top of the regular route fare.</li> </ul>
<b>Transfers to Other Paratransit</b>	<p>YCAT OnCall can make transfers to:</p> <ul style="list-style-type: none"> <li>• Quartzsite Transit Services (1<sup>st</sup>, 3<sup>rd</sup> &amp; 5<sup>th</sup> Wednesday of the month) with advance reservation.</li> </ul>

**Providers**

- IVT Access with advance reservation in El Centro.

Passengers can coordinate transfer trips when making a reservation through YCAT OnCall. Passengers are responsible for paying fares of the transit system that they are transferring to. There may be a layover when transferring between YCAT OnCall and other regional transit operators.

**Fares & 10-RidePass Effective January 9, 2012**

Description	Within the ADA Fixed Route Zone of ¼ mile on either side of YCAT route
One Way	\$4.00
10-RidePass (paper pass)	\$35.00 (\$3.50 per ride)
Upgrade using Day Pass, 10-Ride Fixed Route Pass or Monthly YCATPass from YCAT to YCAT OnCall	+\$2.00
Buddy Fare (5 or more passengers traveling from/to same location)	\$2.00 per person

- Children under 5 ride free – up to four children. Fifth and more children pay discount fare.
- YCAT OnCall registration card is free.
- SMILE clients ride free to and from Lost Peepers Program only on 3<sup>rd</sup> Wednesday of the month.
- One personal care attendant rides free.
- Companions pay the same fare as the passenger.
- Children under the age of 5 ride free with a fare paying passenger age 16 years old or older. Children under the age of 9 are not carried alone.

**Fares are paid for each one-way trip.** Bus operators only accept cash. Passengers must pay exact fare and no change is given. **No round trip fares are allowed.** Passengers who repeatedly do not pay the fare may be subject to suspension of service that may range from 30 days to 1 year, depending on the severity. **Fares are subject to change.**

10-RidePass for YCAT OnCall are on sale at 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365 and at all Food City locations in Yuma County. 10-RidePass can also be purchased through the mail, by mailing a check or money order (payable to Yuma County Intergovernmental Public Transportation Authority) and the number of 10-RidePass requested to: Yuma County Intergovernmental Public Transportation Authority (YCIPTA), 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365.

**Service Hours**

**Monday through Friday**

**First pick up** is available at 5:27 am. **Last pick up** is available at 6:30 pm ending service at 8:15 pm depending if YCAT bus service is operating in the area of pick up, Service hours may be reduced depending on the area.

**Saturday**

**First pick up** is available at 9:09 am. **Last pick up** is available at 5:30 pm ending service at 6:43 pm depending if YCAT bus service is operating in the

	<p>area of pick up, Service hours may be reduced depending on the area. No service on Sundays, New Years Day, Dr. Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day or Christmas Day.</p>
<p><b>Reservations and Scheduling a Trip</b></p>	<p><b>Reservations scheduled for all passengers can be scheduled for next day service up to seven (7) days in advance. Reservations can only be made Monday through Saturday between 8:00 am and 4:30 pm. During the evenings and on Sunday and Holidays, a voicemail box is available to leave messages. They will be processed the next business day. We do not provide same day reservations. Reservations are required for all trips.</b></p> <p><b>To schedule a trip, please call (928) 783-2235. TDD/TTY: 711 through the Relay Service.</b></p> <p>Please have the following information ready when you call:</p> <ul style="list-style-type: none"> <li>• ID number</li> <li>• Date and time for pick-up</li> <li>• Time for return pick-up</li> <li>• Complete street address, including apartment or suite number</li> <li>• Telephone number of destination</li> <li>• Whether you will travel with a Personal Care Attendant (PCA) and/or a companion</li> <li>• Whether you will be using a mobility device</li> <li>• If a gate code is required to enter gated communities.</li> </ul> <p>Bus operators are not able to accept or change reservations. If you need to make changes to your reservation, please call YCAT OnCall at (928) 783-2235 to request a change at least two hours prior to your reservation. Passengers may change an existing trip during reservation hours on the day before travel; however, they will be accommodated on a space available basis.</p>
<p><b>Trip Denials</b></p>	<p>ADA eligible trips will be provided to ensure a zero denial rate.</p>
<p><b>Canceling a Trip/Late Cancels</b></p>	<p>Canceling a trip without notice deprives others a trip. Passengers are asked to cancel as soon as possible, but no later than two hours prior to your trip. You may cancel anytime during the reservations hours or call after hours to leave a cancellation message, be sure to leave your name, address and the scheduled date &amp; time of the trip that you are canceling. <u><i>If you cancel less than two hours of your scheduled pick up window, you are a <b>Late Cancellation</b>.</i></u> Passengers who receive five (5) late cancels within a 30-day period will be suspended for seven (7) days. Passengers who make more than five late cancels on a continuous basis may be suspended from service for up to one year.</p>
<p><b>No Shows</b></p>	<p>If you do not present yourself when the bus arrives (within the five (5) minute wait time) or if you cancel your trip after the bus has arrived, you are a no-show.</p> <p>This deprives others a trip and wastes time of passengers already on the bus. Passengers who receive three (3) no-shows and 10% or more of the passenger total trips made within a 30-day period will be suspended for: 1st violation 7-day suspension of services. 2nd violation: 14-day suspension of services, 3rd violation: 21-day suspension of services. If under the 10% a warning letter will be sent out.</p>

	<p>A hanger will be left on the door, if the driver was unable to locate or identify the passenger. If you live in a gated community, it is important to provide a gate code or be present outside of the gate within your trip window to avoid a no-show.</p> <p>No shows beyond the customer's control will not be considered as such. This includes trips missed as a result of sudden illness, family or personal emergency, inclement weather, operator error, pick-ups outside of the pick-up window, or other unforeseen reasons for which it is not possible to call to cancel in time or to take the trip as scheduled. Customers can call YCAT customer service at (928) 783-2235, option 1 or you can send an email to <a href="mailto:info@ycipta.az.gov">info@ycipta.az.gov</a> when experiencing no shows due to circumstances beyond their control. Notifications must be made within three (3) business days of the no show.</p>
<b>Mobility Training</b>	<p>YCAT offers Mobility Training for passengers who would like to learn how to ride a fixed route bus. Training includes visiting a bus stop, riding a bus, reading schedules/materials and identifying bus stop locations. The service is free. For more information, please contact YCIPTA at (928) 539-7076 or email <a href="mailto:info@ycipta.az.gov">info@ycipta.az.gov</a>.</p>
<b>Five (5) Minute Wait Time</b>	<p>The bus will wait five (5) minutes maximum upon arrival for a pickup. The bus operator will attempt to locate you and will notify dispatch. The bus operator will not search the interior of your home, a business or medical facility. Passengers must be conspicuously located at the pickup location. Bus operators will make an effort to ensure that passengers are picked up. This includes knocking on the door, calling the passengers and using the horn. The wait time will not take effect before the Be Ready Window. If the bus is late, it will wait five (5) minutes maximum, however, the passenger will not be penalized for a no-show if the passenger does not show up.</p>
<b>60 Minute "Be Ready" Window</b>	<p>YCAT OnCall is a shared ride service, so we remind you; the passenger is to be ready <b>30 minutes before or after</b> your scheduled pickup time. This applies to return trips as well. The bus is considered on time when it arrives within the "Be Ready" Window. Since YCAT buses operate every 60 minutes, YCAT OnCall buses can operate within a 60 minute window.</p>
<b>Travel Time</b>	<p>Since YCAT buses may take 60 minutes or more for a passenger to get from one location to another, YCAT OnCall may reserve the right to extend travel times based on the equivalent trip made on YCAT. Please expect to be on the bus for 30 minutes or greater as a result.</p>
<b>Mobility Devices &amp; Aids</b>	<p>Passengers that need a mobility device or aid to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter will be secured to their chairs. The wheelchair or scooter must have locking brakes or motors. Passengers using a scooter may be asked to transfer to a seat on the bus. If the mobility device or aid cannot fit the lift platform, the passenger will not be able to ride. Mobility devices or aid with leaking batteries or fluids, faulty brakes, flat or bent wheels will not be allowed to ride. If a concern is expressed by YCAT, the passenger may be required to be weighed or transfer from the mobility device to a bus seat by climbing the stairs of the bus.</p>
<b>Subscription Service</b>	<p>Subscription service refers to regular, repetitive trips. Subscription trips may take up to 50% of the overall service capacity. Reservations for subscription service can be made by calling (928) 783-2235 during reservation hours. Should there not be any space for subscription service; passengers will be placed on a waiting list. Passengers must notify dispatch of any exception to</p>

	their ongoing subscription service. Passengers who repeatedly no show, late cancel or continually change their schedule may be subject to suspension of service of up to one year depending on the severity and permanently lose their subscription service.
<b>Personal Care Attendants &amp; Physical Barriers</b>	Some passengers are unable to get around without the help of another person. YCAT OnCall bus operators will assist passengers from their door to the door of their destination. Bus operators will not assist the passenger inside a home or building. Bus operators are not permitted to help riders using a wheelchair up stairs, over curbs or over any other physical barrier. Passengers who need assistance to get in or out of buildings, up stair, or other obstacles must provide their own Personal Care Attendant (PCA). The bus operator at his/her discretion may determine that a rider requires assistance beyond what the passenger is able to provide. If this determination is made, all future trips will require the passenger use the services of a PCA. The PCA ride free. However, the PCA must travel with the passenger from the start to the end of the trip.
<b>Companions</b>	Companions that ride with an ADA certified or non-ADA passengers must pay the same fare as the passenger that they are traveling with. Companions are carried on a space available basis. Passengers must notify the dispatcher when making a reservation that a companion will be riding along.
<b>Child Safety Seats</b>	All children under the age of five (5) or less than 60 pounds are required by State law, to travel in a child safety or booster seat provided by the parent or guardian as. An adult attendant at least 16 years old or older must accompany all children. YCAT OnCall does not provide child safety seats.
<b>Seat Belts</b>	Passengers are encouraged to wear seatbelts when riding in YCAT OnCall vehicles.
<b>Service Animals</b>	Service animals are welcome at all times. Please advise the dispatcher when making your reservation that you will be bringing a service animal.
<b>Passenger Baggage &amp; Large Items</b>	Passengers are advised to limit their carry-on bags or packages to five (5). Each package must be no heavier than 30 pounds. Bus operators may provide assistance upon request. No large object that cannot be held by the passenger placed under seat or out of the aisle way is allowed on board the bus. Shopping carts and strollers are permitted inside all YCAT OnCall vehicles provided that they do not constitute as a hazard. Space is limited.
<b>Bus Operator Assistance</b>	Bus operators may not physically assist a passenger without first asking permission. If a passenger appears to need assistance or guidance into or out of a vehicle, the bus operator will ask the rider for permission to touch his or her arm or hand for assistance. Passenger must give active permission before being touched by a bus operator. If the passenger is not capable of giving the person permission, a PCA must ride with that passenger.
<b>Denial of Service</b>	YCAT OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.
<b>On Board Rules</b>	Passengers may eat or drink on board, provided that they do not spill or make a mess inside the bus. No smoking, loud or profane language, loud electronic devices, flammable or hazardous materials (except oxygen), weapons, refuse, vandalism, graffiti or littering on the buses. Shoes and shirts must be worn in order to ride buses. Passengers must observe and follow the YCAT Rules of the Road while riding YCAT OnCall. Physical contact with other passengers or the bus operator is a violation of Arizona Revised Statutes 13-1204.
<b>Passenger</b>	Passengers who cannot regularly contain their bodily fluids are asked not to use

<b>Personal Hygiene</b>	YCAT OnCall until they can ensure that they contain their fluids. Passengers who accidentally lose bodily fluids will not have to clean up the fluids, as YCAT OnCall bus operators will take care of the clean up. However, the passenger will be given the waste to dispose of properly. YCAT OnCall is not responsible for disposing of medical wastes and bodily fluids.
<b>Comments</b>	Comment cards are available on board all vehicles. We look forward to hearing from you. You may also submit comments in person, via mail, telephone, email or fax to: Shelly Kreger, Transit Director, Yuma County Intergovernmental Public Transportation Authority, 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365, telephone: (928) 539-7076, ext 101, fax: (928) 783-0309, email: <a href="mailto:info@ycipta.az.gov">info@ycipta.az.gov</a> .
<b>Bus Operator Tips and Gifts</b>	Bus operators are not allowed to solicit tips or gifts, but may be accepted if given or offered. Your verbal or written thanks are always appreciated by contacting YCIPTA by calling (928) 783-2235, options 1 or by emailing <a href="mailto:info@ycipta.az.gov">info@ycipta.az.gov</a> .
<b>Appeals for Eligibility, Late Cancels, No-Shows, Fare Evasion and ADA Certification</b>	An appeal can be heard if a passenger has been notified that their service that has been suspended due to late cancels, fare evasion or no-shows. An appeal can also be heard for passengers who were denied ADA certification. Appeals must be in writing or by telephone if a disability prevents a written appeal and sent to the YCIPTA Transit Director, 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365, telephone: (928) 539-7076, extension 101, fax: (928) 783-0309, email: <a href="mailto:skreger@ycipta.az.gov">skreger@ycipta.az.gov</a> . The appeal will be reviewed by an appeals panel. All decisions made by the appeals panel will be final. Appeal forms can be requested from YCIPTA by calling (928) 539-7076 or emailing <a href="mailto:skreger@ycipta.az.gov">skreger@ycipta.az.gov</a> .
<b>Alternative Formats</b>	This information and any other information printed is available in large print, bilingual language and other alternative formats by contacting YCIPTA by calling (928) 539-7076 or emailing <a href="mailto:info@ycipta.az.gov">info@ycipta.az.gov</a> .
<b>Title VI</b>	<p>In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) operates programs without regard to race, color, and national origin. Contact YCIPTA at 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, (928) 539-7076, extension 101, or email: <a href="mailto:skreger@ycipta.az.gov">skreger@ycipta.az.gov</a> to request additional information regarding YCIPTA's nondiscrimination obligations.</p> <p>Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with YCIPTA or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, East Building -- 5th Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.</p>