

YC Transit Demand Response Services

	ADA Complimentary Paratransit	General Public Dial-A-Ride
Required Action	Yes – ADA Paratransit Application (completed and approved)	No
Who Is Eligible	Customers approved by YC Transit ADA Eligibility Committee according to ADA requirements	Anyone
Hours of Operation	M-F 7:00 am – 6:00 pm McMinnville M-F 7:00 am – 6:30 pm Newberg	M-F 8:00 am – 4:30 pm
Fare	\$2.50 single one-way No Monthly Passes	\$1.75 single one-way \$40.00 unlimited monthly pass
Appointment Reservation Period	24 hours in advance and up to 2 weeks prior to requested service	48 hours in advance and up to 2 weeks prior to desired ride
Hours for Phone Reservations	M-F 7:00 am – 6:30 pm Saturdays and Sunday and after hours, please leave message	M-F 7:00 am – 6:30 pm
Guaranteed Ride (within 2 hours of requested time)	Yes	No
Subscription Reservation	Limited – no more than 50%	Yes – over 50%
ADA Accessible	Yes	Yes
All YC Transit vehicles are wheelchair accessible with ramps or lifts. Equal access for all is extremely important to YC Transit. YC Transit operators are trained to assist customers and to secure mobility devices to ensure a safe ride for all passengers. Service animals are allowed on YC Transit buses.		



DIAL-A-RIDE & PARATRANSIT SERVICES



Route and Schedule Information
 First Transit : 800 NE 2nd Street, P.O. Box 393
 McMinnville, OR 97128
 503-474-4900 | 503-538-7433 (Newberg)
www.YCBus.org
 Translation/Alternate Formats call 503-474-4900
 Central Translation: 1-800-CALL-CLI
 Oregon Relay Service: 1-800-735-2900





WHAT TO EXPECT WHEN USING DIAL-A-RIDE

- Be ready 10 minutes before your pick up time, be at the curb. Driver has a 10-minute window to show up before or after your scheduled pick up time.
- There is a 3 bag limit. Bags must be in your care and control at all times.
- Have fare ready when boarding.
- Driver will only wait 5 minutes. After 5 minutes the ride will be considered a NO SHOW.
- Will calls give the driver 1 hour to return from the time of the call.
- Driver is not allowed to leave his or her bus unattended.
- A Personal Care Attendant (PCA) will be required if the rider is not capable of getting self from door to door without assistance.

The general public Dial-A-Ride system is very popular. We request customers to ride the local fixed routes whenever possible. All of our transit buses are wheelchair accessible.

ADA PARATRANSIT SERVICE (ELDERLY & DISABLED)

Paratransit is a requirement of the Americans with Disabilities Act and all rides are guaranteed. It is offered within $\frac{3}{4}$ of a mile of the local fixed routes in Newberg and McMinnville. Customers must apply for eligibility.

Please call 503-474-4900 for an application.

HOW TO USE GENERAL PUBLIC DIAL-A-RIDE

General Public Dial-A-Ride is available for anyone and augments the Americans with Disabilities Act (ADA) paratransit service for older adults and people with disabilities. This is NOT a service required by ADA. It is offered on a first come first serve basis and all rides are not guaranteed.

This service is available for anyone unable to access our fixed routes because of mobility limitation, or those whose origins or destinations are not within close proximity to the McMinnville and Newberg local fixed routes. Dial-A-Ride is a curb to curb transportation service operating throughout Yamhill County. Currently this service is limited to the McMinnville area and the Newberg area. The Transit Development Plan includes expansion of this service to other cities throughout the county over the next few years. The fare is **\$1.75**. An unlimited Dial-A-Ride pass is **\$40.00**.

This Dial-A-Ride service is available Monday – Friday 8 am to 4:30 pm. Reservations must be made at least 48 hours in advance, or up to 14 days in advance. Pick up and drop off times may be 10 minutes before or after schedule times. Will calls have up to one hour from time of call to return for pick up. Site evaluation is required for all new riders.

To make a request, please call McMinnville 503-474-4900 or Newberg 503-538-7433.

YC Transit offers complimentary paratransit service to individuals certified as eligible under the federal ADA guidelines.

Reservations can be made up to two weeks in advance for those who are ADA qualified. Reservations must be made the day before for a guaranteed ride. YC Transit's paratransit service is not available along commuter routes.

All ADA rides are guaranteed within a two hour window of the desired scheduled time. All ADA complimentary paratransit users must complete a YC Transit ADA complimentary paratransit application and be approved through YC Transit's ADA Complimentary Paratransit Committee. Complimentary paratransit customers can use the general public Dial-A-Ride services or ride the regular commuter and fixed routes. Some of these services are outside of the ADA requirements and are on a first come, first served basis to all customers.

ADA Complimentary Paratransit Service operates Monday through Friday in McMinnville from 7:00 am to 6:00 pm and in Newberg from 7:00 am to 6:30 pm.

Reservations can be made from 7:00 am to 6:30 pm Monday through Friday. Leave a message on the phone on Saturday and Sunday for Monday service.

For more information, please contact YC Transit Transit Manager at YCBus.org or call 503-474-4900 or 503-538-7433. ADA Paratransit Fare is **\$2.50** single one-way fare. Monthly passes are not currently available for ADA paratransit service.