

# Greater Yuma Area Dial-A-Ride Rider's Guide

## Effective January 9, 2012

Telephone Information and Reservations: (928) 539-7076 (toll free – 511)

TDD/TTY: 711 through the Arizona Relay Service

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

Greater Yuma Area Dial-A-Ride 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. Greater Yuma Area Dial-A-Ride may be used for work, medical, appointments, school, meetings, shopping, recreation, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs. The service is a two-tiered service, which means other passengers utilize Greater Yuma Area Dial-A-Ride.

Greater Yuma Area Dial-A-Ride is available to passengers that have been certified by the Western Arizona Council of Governments (WACOG). The WACOG program is available to seniors age 60 years old or older and persons with disabilities traveling for shopping, pharmacy, medical appointments and senior center trips that are local to their area, Monday through Friday only.

### **Important things to know about Greater Yuma Area Dial-A-Ride Service:**

- Greater Yuma Area Dial-A-Ride 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.
- Greater Yuma Area Dial-A-Ride 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 Greater Yuma Area Dial-A-Ride 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 Greater Yuma Area Dial-A-Ride ADA service.
- Greater Yuma Area Dial-A-Ride ADA eligible rides may only be provided service within an area that is 3/4 of a mile on either side or 3/4 of a mile of 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.

## Greater Yuma Area Dial-A-Ride Rules and Regulations

<p><b>Passenger Eligibility</b></p>	<p>ADA certified passengers and WACOG certified passengers may travel <b>anywhere</b> within the Greater Yuma Area Dial-A-Ride service area which is provided within <math>\frac{3}{4}</math> 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.</p> <p>Other passengers that do not meet the eligibility criteria listed above cannot ride Greater Yuma Area Dial-A-Ride.</p>
<p><b>ADA Certification</b></p>	<p>Passengers that believe that they may be eligible for ADA certification may request an application by calling (928) 539-7076, visit <a href="http://www.ycat.org">www.ycat.org</a> or email <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</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. 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 Greater Yuma Area Dial-A-Ride and may bump other non ADA passengers.</b></p>
<p><b>WACOG Transportation Program and Certification</b></p>	<p>Western Arizona Council of Governments (WACOG) offers a transportation program for Yuma County residents that are seniors age 60 years old and older or a persons with disabilities for life essential needs such as trips to the pharmacy, shopping, senior nutrition and medical appointments. This program operates Monday through Friday only and is available local to your area. No fare is required; however a \$2.00 donation is requested. Reservations for this service must be made 24 hours in advance between 8 am and 4:30 pm Monday through Saturday. WACOG certified passengers making any other trips or making trips on Saturdays must be ADA certified in order to ride and must pay fare if ADA certified. WACOG certified passengers also must be prepared if able to ride an YCAT bus instead of a Greater Yuma Area Dial-A-Ride bus if directed by the dispatcher. To apply for service call 1-800-782-1886.</p>
<p><b>Door to Door Service</b></p>	<p>Greater Yuma Area Dial-A-Ride 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. Greater Yuma Area Dial-A-Ride vehicles cannot be left unattended.</p>
<p><b>ADA Certified Passenger Priority</b></p>	<p>ADA passengers are <u>given first priority</u> over all other trips made by other passengers. ADA eligibility is determined by completing an ADA application form. <b>Every attempt must be made to accommodate ADA passengers no matter what the trip purpose is.</b> There are no trip denials for ADA passengers.</p>
<p><b>Visitors</b></p>	<p>Visitors to the Yuma County area that are ADA-certified by another transit system may ride Greater Yuma Area Dial-A-Ride for 21 service days. Visitors requiring service beyond 21 service days must be certified on Greater Yuma Area Dial-A-Ride if they wish to continue to ride.</p>

<b>Service Area</b>	The boundaries for this service includes the cities of Yuma, Somerton, San Luis, unincorporated area of Yuma County, including Gadsden, Fortuna Foothills, west of Telegraph Pass, Cocopah Tribe areas within a ¾ mile radius of either side of YCAT routes. Service to Wellton and Ligurta is available through route deviation services on YCAT 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, Greater Yuma Area Dial-A-Ride can pick you up.													
<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 ¾ mile radius between Wellton and Yuma Palms Regional Center, including Fortuna Foothills and Ligurta. YCAT Violet Route 7 and Purple Route 6 (on Saturday only) will also deviate within a ¾ mile radius of its entire route. 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. <b>ADA passengers have first priority and may bump others.</b></p> <ul style="list-style-type: none"> <li>• Deviations are to be reserved at least 60 minutes in advance up to seven (7) days in advance.</li> <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 Providers</b>	<p>Greater Yuma Area Dial-A-Ride can make transfers to:</p> <ul style="list-style-type: none"> <li>• Quartzsite Transit Services (1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month) with advance reservation.</li> <li>• Imperial Valley Transit (Wednesday) with advance reservation.</li> </ul> <p>Passengers can coordinate transfer trips when making a reservation through Greater Yuma Area Dial-A-Ride. Passengers are responsible for paying fares of the transit system that they are transferring to. There may be a layover when transferring between Greater Yuma Area Dial-A-Ride and other regional transit operators.</p>													
<b>Fares &amp; 10-RidePass Effective January 2, 2011</b>	<table border="1" data-bbox="591 1205 1430 1629"> <thead> <tr> <th data-bbox="591 1205 1045 1304">Description</th> <th data-bbox="1045 1205 1430 1304">Within the ADA Fixed Route Zone of ¾ mile on either side of YCAT route</th> </tr> </thead> <tbody> <tr> <td data-bbox="591 1304 1045 1346">One Way</td> <td data-bbox="1045 1304 1430 1346"><b>\$4.00</b></td> </tr> <tr> <td data-bbox="591 1346 1045 1388">10-RidePass (paper pass)</td> <td data-bbox="1045 1346 1430 1388"><b>\$35.00</b> (\$3.50 per ride)</td> </tr> <tr> <td data-bbox="591 1388 1045 1482">Upgrade using Day YCATPass, 10-Ride YCATPass or Monthly YCATPass from YCAT to GYADAR</td> <td data-bbox="1045 1388 1430 1482"><b>+\$2.00</b></td> </tr> <tr> <td data-bbox="591 1482 1045 1545">WACOG Donation Fare (Monday-Friday Only)</td> <td data-bbox="1045 1482 1430 1545"><b>\$2.00</b></td> </tr> <tr> <td data-bbox="591 1545 1045 1629">Buddy Fare (5 or more passengers traveling from/to same location)</td> <td data-bbox="1045 1545 1430 1629"><b>\$2.00 per person</b></td> </tr> </tbody> </table>	Description	Within the ADA Fixed Route Zone of ¾ mile on either side of YCAT route	One Way	<b>\$4.00</b>	10-RidePass (paper pass)	<b>\$35.00</b> (\$3.50 per ride)	Upgrade using Day YCATPass, 10-Ride YCATPass or Monthly YCATPass from YCAT to GYADAR	<b>+\$2.00</b>	WACOG Donation Fare (Monday-Friday Only)	<b>\$2.00</b>	Buddy Fare (5 or more passengers traveling from/to same location)	<b>\$2.00 per person</b>	<ul style="list-style-type: none"> <li>• Children under 5 ride free – up to four children. Fifth and more children pay discount fare.</li> <li>• Dial-A-Ride New Registration Card - \$3.00 (photo ID card) – may also use for discount on YCAT.</li> <li>• Dial-A-Ride Lost Registration Card - \$5.00 (photo ID card).</li> <li>• ADA eligible passengers receive free Dial-A-Ride registration card.</li> <li>• SMILE clients ride free to and from Lost Peepers Program only on 3<sup>rd</sup> Wednesday of the month.</li> </ul>
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	<ul style="list-style-type: none"> <li>• WACOG clients may only travel for shopping, senior center, pharmacy and medical appointments only local to their place of residence.</li> <li>• One personal care attendant rides free.</li> <li>• Companions pay the same fare as the passenger.</li> <li>• 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.</li> </ul> <p><b>Fares are paid for each one-way trip.</b> Bus operators only accept cash. Passengers must pay exact fare and no change is given. <b>No round trip fares are allowed.</b> 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. <b>Fares are subject to change.</b></p> <p>10-RidePass for Greater Yuma Area Dial-A-Ride are on sale at 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. Bus operators can also bring a 10-RidePass to you upon request when making a reservation. 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.</p>
<p><b>Service Hours</b></p>	<p><b><u>Monday through Friday</u></b>  First pick up is available at 6:30 am.  Last pick up is available at 6:30 pm ending service at 7:30 pm depending if YCAT bus service is operating in the area of pick up, Service hours may be reduced depending on the area.  WACOG service is available Monday through Friday only for the same times as listed above.</p> <p><b><u>Saturday</u></b>  First pick up is available at 9:30 am.  Last pick up is available at 5:30 pm ending service at 6:30 pm depending if YCAT bus service is operating in the area of pick up, Service hours may be reduced depending on the area.</p> <p>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 must be scheduled at least 24 hours in advance 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 voice mail box is available to leave messages. They will be processed the next business day.</b></p> <p>For WACOG passengers, we recommend having an alternative trip request due to demand from ADA certified passengers. Reservations are required for all trips.</p> <p>Same day reservations are allowed on a space available basis. Please call at least one hour in advance to reserve a trip. This trip may not be guaranteed, so please have alternative travel arrangements. Certain hours of the day on weekdays may already be heavily booked, so the dispatcher may suggest a substitute time. We recommend flexibility if your trip does not require a specific time. <i>Reservations are required for all trips.</i></p> <p><b>To schedule a trip, please call (928) 539-7076. TDD/TTY: 711 through the</b></p>

	<p><b>Relay Service.</b></p> <p>Please have the following information ready when you call:</p> <ul style="list-style-type: none"> <li>• Date and time for pick-up or appointment</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> </ul> <p>Bus operators are not able to accept or change reservations. If you need to make changes to your reservation, please call Greater Yuma Area Dial-A-Ride at (928) 539-7076 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>
<b>Will Calls</b>	<p>Passengers that miss their dial-a-ride reservation or need immediate service may request to be placed on a will call list. If a ride is available, the dispatcher will contact you 60 minutes prior to picking you up. This service may not be available often and it is encouraged that passengers find alternative transportation arrangements.</p>
<b>Trip Denials</b>	<p>Greater Yuma Area Dial-A-Ride may deny any WACOG passengers based on availability of vehicles since ADA eligible passengers always receive priority. We apologize if we are not able to provide you with the desired trip. ADA eligible trips will be provided and may bump non ADA eligible trips to ensure a zero denial rate for ADA eligible passengers.</p>
<b>Canceling a Trip/Late Cancels</b>	<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. <i><u>If you cancel less than two hours of your scheduled pick up window, you are a <b>Late Cancellation.</b></u></i> 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>
<b>No Shows</b>	<p>If you do not present yourself when the bus arrives (within the two (2) minute wait time) or if you cancel your trip after the bus has arrived, you are a no-show. This deprives others a trip and wastes the time of passengers already on the bus. Passengers who receive three (3) no-shows within a 30-day period will be suspended for seven (7) days. Passengers who make more than three no-shows on a continuous basis may be suspended from service for up to one year. A door hangar will be left on the door, if the driver was unable to locate or identify the passenger.</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 and upon successful completion of the program, the passenger will receive 10 Ride YCATPass for use on YCAT fixed route buses. For more information, please contact YCIPTA at (928) 539-7076 or email <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</a>.</p>
<b>Two (2) Minute Wait Time</b>	<p>The bus will wait two (2) 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</p>

	effect before the Be Ready Window. If the bus is late it will wait two (2) minutes maximum, however, the passenger will not be penalized for a no-show if the passenger does not show up.
<b>60 Minute “Be Ready” Window</b>	Greater Yuma Area Dial-A-Ride 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, dial-a-ride buses can operate within a 60 minute window.
<b>Travel Time</b>	Since YCAT buses may take 60 minutes or more for a passenger to get from one location to another, Greater Yuma Area Dial-A-Ride 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.
<b>Mobility Devices &amp; Aids</b>	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. All mobility aids must be able to fit within the allocated space, have working brakes and cannot exceed 600 pounds (total passenger and mobility device or aid). 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 regular passenger seat by climbing the stairs of the bus.
<b>Securing Mobility Devices &amp; Aids</b>	Passengers that need a mobility device to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter will be secured to their chairs. Passengers using a scooter may be asked to transfer to a seat on the bus. All mobility devices must be able to fit within the allotted space on the bus and have working brakes. The allocated space may not exceed the common wheelchairs size of 30 by 48 inches.
<b>Subscription Service</b>	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) 539-7076 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 their ongoing subscription service. Passengers who repeatedly no show or late cancel 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. Greater Yuma Area Dial-A-Ride 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, on elevators 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. Greater Yuma Area Dial-A-Ride does not provide child safety seats.
<b>Seat Belts</b>	Passengers are encouraged to wear seatbelts when riding in Greater Yuma Area Dial-A-Ride 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 of the aisle way is allowed on board the bus. Strollers are permitted inside all Greater Yuma Area Dial-A-Ride vehicles provided that they do not constitute as a hazard.
<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>	Greater Yuma Area Dial-A-Ride 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 Greater Yuma Area Dial-A-Ride. Physical contact with other passengers or the bus operator is a violation of Arizona Revised Statutes 13-1204 & is not allowed.
<b>Passenger Personal Hygiene</b>	Passengers who cannot regularly contain their bodily fluids are asked not to use Greater Yuma Area Dial-A-Ride until they can insure that they contain their fluids. Passengers who accidentally lose bodily fluids will not have to clean up the fluids, as Greater Yuma Area Dial-A-Ride bus operators will take care of the clean up. However, the passenger will be given the waste to dispose of properly. Greater Yuma Area Dial-A-Ride 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: John Andoh, Transit Director, Yuma County Intergovernmental Public Transportation Authority, 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365, telephone: (928) 539-7076, ext 237, fax: (928) 783-0309, email: <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</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) 539-7076 or emailing <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</a> .
<b>Appeals for Eligibility, Late Cancels, No-Shows, Fare Evasion and ADA Certification</b>	<p>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, ext 237, fax: (928) 783-0309, email: <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</a>. The appeal will be reviewed by the YCAT Community Transit Committee. All decisions made by the YCAT Community Transit Committee will be final.</p> <p>Appeal forms can be requested from YCIPTA by calling (928) 539-7076 or emailing <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</a>.</p>
<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:jandoh@ycipta.org">jandoh@ycipta.org</a> .
<b>Title VI</b>	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 237, or email: <a href="mailto:jandoh@ycipta.org">jandoh@ycipta.org</a> This e-mail address is being protected from spambots. You need JavaScript enabled to view it to request additional information regarding YCIPTA's nondiscrimination obligations. 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.
<b>Operator of Transit Services</b>	Greater Yuma Area Dial-A-Ride services are provided by First Transit under contract to the Yuma County Intergovernmental Public Transportation Authority.