

Welcome Aboard!

Welcome to YCAT OnCall! The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) operates this door to door demand responsive transportation within throughout the entire southwestern areas of Yuma County within a 3/4 mile radius of either side of a Yuma County Area Transit (YCAT) route and in accordance with the Americans for Disabilities Act (ADA). YCAT OnCall can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs. **Service is available when YCAT buses are in operation, Monday through Saturday.**

See Where it Takes You and we hope you will enjoy your ride on YCAT OnCall.

Eligibility and Service Hours

Service is provided within 3/4 of a mile of either side of a YCAT non commuter fixed route bus operating within Yuma County for ADA certified passengers.

Seniors and those that are not ADA certified are no longer eligible to ride YCAT OnCall.

Service hours are generally from 5:50 am to 7:30 pm, Monday through Friday and 9:15 am to 6:30 pm on Saturday. There is no service on Sundays or holidays (New Years, Dr. Martin Luther King, Jr, Presidents, Memorial, Independence, Labor, Veterans, Thanksgiving or Christmas Days). As YCAT service ends for the day, so does YCAT OnCall for that particular area.

Other passengers that do not meet the eligibility criteria listed above cannot ride YCAT OnCall.

Call (928) 783-2235, 511 (toll free) or TDD/TTY 711 through the Relay Service for reservations.

Reservations

Reservations must be made for next day service up to seven (7) days in advance. Reservations are taken Monday-Saturday from 8:00 am to 6:00 pm. There is a voice mail box for reservations made after hours. Limited same day service may be available.

Fares—Effective January 9, 2012

Fares are paid for each one-way trip. Bus operators only accept cash. **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.**

Exact fare is required — No change is given!

Category	One Way	10-Ride
One Way	\$4.00	\$35.00
Personal Care Attendant (PCA) for ADA certified passenger	FREE	N/A
Up to four (4) Children under 5 with a fare paying passenger age 16 years old or older	FREE	N/A
Transfers to /from YCAT Fixed Routes	FREE	N/A
Upgrade using Day YCATPass, 10-Ride YCATPass or Monthly YCAT-Pass from YCAT to YCAT OnCall	\$2.00	N/A
Buddy Fare (5 or more passengers traveling from/to same location)	\$2.00 per person	N/A

10-RidePasses for YCAT OnCall are on sale at 2715 East 14th Street, Yuma, AZ 85365 as well as Somerton & San Luis City Halls, Wellton Town Hall, Quechan Casino Resort Gift Shop, Paradise Casino Gift Shop, Gonzo's Super Save USA, all Circle K stores in Yuma County and APS offices in Yuma and San Luis. 10-RidePasses can be purchased through the mail, by mailing a check or money order (payable to YCIPTA) and the number of 10-RidePasses requested to YCIPTA, 2715 East 14th Street, Yuma, AZ 85365.

Call Us.....We'll Be Around!

For comments, concerns, questions or suggestions regarding YCAT and YCAT OnCall services please contact John Andoh, Transit Director by calling: (928) 539-7076, extension 237, fax to: (928) 783-0309, writing to: Yuma County Intergovernmental Public Transportation Authority, 2715 East 14th Street, Yuma, AZ 85365 or by emailing: jandoh@ycipta.az.gov.

Wheelchairs

All YCAT vehicles are fully equipped with a wheelchair lift and a wheelchair securement area with space for up to two wheelchairs. The bus operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift.

Flex Route Services

YCAT offers flex route service on YCAT Brown Route 3, Purple Route 6, Violet Route 7, Gold Route 8 and Turquoise Route 10 (within El Centro). A flex route is a bus that travels on a route and with a reservation 60 minutes in advance or by asking the bus operator, the bus will travel up to 3/4 or 1 1/2 mile off the route to take the passenger to their direct destination. This service is available for an additional \$2.00. on top of the regular fare. Deviations are limited to the first four passengers and may not be available if the route is running late. Call us for details.

Visitors on YCAT OnCall

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. Simply call (928) 783-2235 or TDD/TTY: 711 though the Relay Service to be added to our client list. After 21 days, you will need to certify with YCAT OnCall.

Mobility Training

You can learn how to ride fixed route transit buses for free! Mobility Training is available for anyone wanting independence, a lower cost transit trip. Mobility Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this **FREE** service, call (928) 783-2235. All passengers participating in mobility training will get a free 10-Ride YCATPass for use on YCAT fixed routes.

Western Arizona Council of Governments Service

This 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. **Call 1-800-782-1886 to apply.**

Funding to support this service was provided in part or whole by grants through the Administration on Aging, the Arizona DES-DAAS and WACOG-AAA.



YCAT OnCall Informational Brochure

See Where It Takes You!



**Demand Responsive ADA
Complementary Paratransit
Service throughout the Southwest
Yuma County**

**Telephone: (928) 783-2235
Toll Free: 511
TDD/TTY: 711
www.ycat.az.gov**



Effective Tuesday, September 2, 2013

Tips for Riding

- YCAT OnCall is a door-to-door demand responsive service. 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.
- Any other additional assistance will require the use of a personal care attendant (PCA). A PCA can accompany a person with disability at no additional charge.
- Space is limited, so limit yourself to five packages, that you can carry. That will leave room for more people on the vehicle.
- Just like the bus, YCAT OnCall operate on a schedule. **Your pick up window is 30 minutes before or after the time requested.** We can't delay other passengers by waiting for anyone. Our drivers will only wait five minutes and drive on if the passenger has not arrived at the pick-up location.
- **Subscription Service**—For passengers that have a regular travel pattern (for the same trip on multiple days), subscription service is available on a limited basis. This puts passengers on a regular schedule, so you do not need to request every trip individually. YCAT OnCall must be able to accommodate all trips, so we can only accommodate a very limited number of subscription requests. Please call us for more details on this service.
- Passengers with service animals or traveling with a respirator or portable oxygen supply are welcome on YCAT OnCall.
- All passengers are strongly encouraged to wear seatbelts. Wheelchair passengers will wear a lap belt. Child car seats are not provided, passengers must provide their own child car seats.

Remember—YCAT OnCall is a shared ride experience. You may have other riders on the same bus as you.

Trip Cancellations

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip.

If we receive your cancellation call less than two hours, it will be noted as a "late cancellation". Because the service is so important to so many people, we must enforce a suspension for abuse of our service. Any passenger who has three no-show or five late cancellations (based on 10% or greater of trips made) within a 30-day period will be suspended from using YCAT OnCall for a 7-day period with longer suspensions for repeat offenders. **Please review the YCAT OnCall Rider's Guide for more details.**

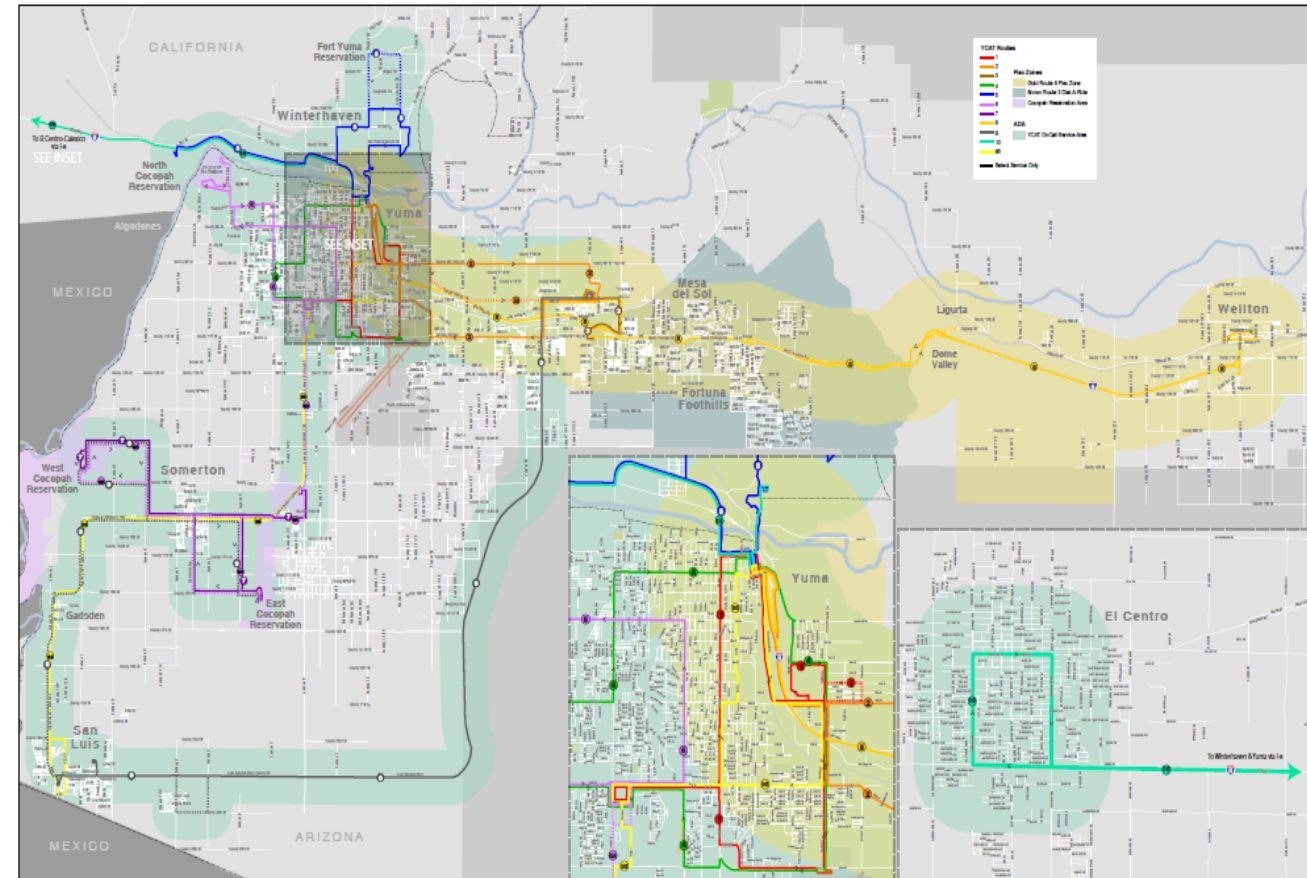
ADA Certification is Your Ticket to Ride

YCAT OnCall is reserved for those who need us—qualifying persons with disabilities unable to board YCAT buses or access a bus stop due to their disability. To become ADA certified, you need to fill out an ADA Certification Application, which is available by calling (928) 783-2235 (TDD/TTY: 711 through the Relay Service) or downloading from www.ycat.az.gov. Once you fill out the application, mail the application to YCIPTA. As part of the application process, you may be called to verify information on the application or you may be asked to attend an in-person assessment of your disability. Once the application process has been completed, you will receive a decision by mail in 21 days. Your decision may indicate:

- **Unconditional certification**—You may call YCAT OnCall to schedule transportation right away.
- **Conditional certification**—You are eligible to ride YCAT OnCall under the conditions outlined in the letter. You may reapply at any time should you feel that your circumstances change.
- **Denial of certification**—YCIPTA has reviewed your application & determined that you possess the skills and abilities to use regular transit service. You may reapply at any time should you feel that your circumstances change.

A denial of certification or a conditional certification decision may be appealed. The appeal process is outlined in the letter, or a copy of the policy is available by calling YCIPTA or visiting www.ycat.az.gov.

YCAT OnCall Service Area Map



A service of the Yuma County Intergovernmental Public Transportation Authority operated through a contract with Transportation Concepts of Irvine, California