



Yuma County Intergovernmental Public Transportation Authority

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Yuma County Intergovernmental Public Transportation Authority

ADA Paratransit Plan

Updated: May 1, 2014

Prepared by: John Andoh, Transit Director

Definition of Complementary Paratransit Service

The Americans with Disabilities Act regulations require YCIPTA, as a public entity that operates a fixed route system, to provide complementary paratransit services to individuals with disabilities (that is, service that is comparable to the level of service provided to individuals without disabilities who use the fixed route system). See 49 CFR Sec. 37.131 (a).

Americans with Disabilities Act of 1990 and Americans with Disabilities Act Amendments Act of 2008

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of the ADA are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the Americans with Disabilities Act of 1990 requires that public entities that operate non-commuter fixed-route transportation service also provide complementary paratransit service for individuals unable to use the fixed-route system. The regulations define minimum service characteristics that must be met for this service to be considered equivalent to the fixed route service it is intended to complement. ADA complementary paratransit standards are provided for in 49 CFR §37.123 of the Code of Federal Regulations.

In general, the law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against persons with disabilities. The ADA is an opportunity to develop programs that will ensure the integration of all persons into not just the transportation system of America, but all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible and safe public transportation,

enhancing the social and economic quality of life for people with disabilities. Specific actions must be taken by public transit agencies to avoid discrimination. For example, the law requires that:

1. All newly purchased or leased vehicles used in fixed-route service must be accessible to persons with disabilities.
2. Public agencies which provide fixed-route public transportation service also must offer similar complementary paratransit services to individuals with disabilities who are unable to use the fixed-route system.
3. New facilities must be accessible.
4. Alterations to facilities must include features to make them accessible.

YCIPTA complies with all requirements of the Americans with Disabilities Act.

ADA Effect on Transportation Services Provided By YCIPTA

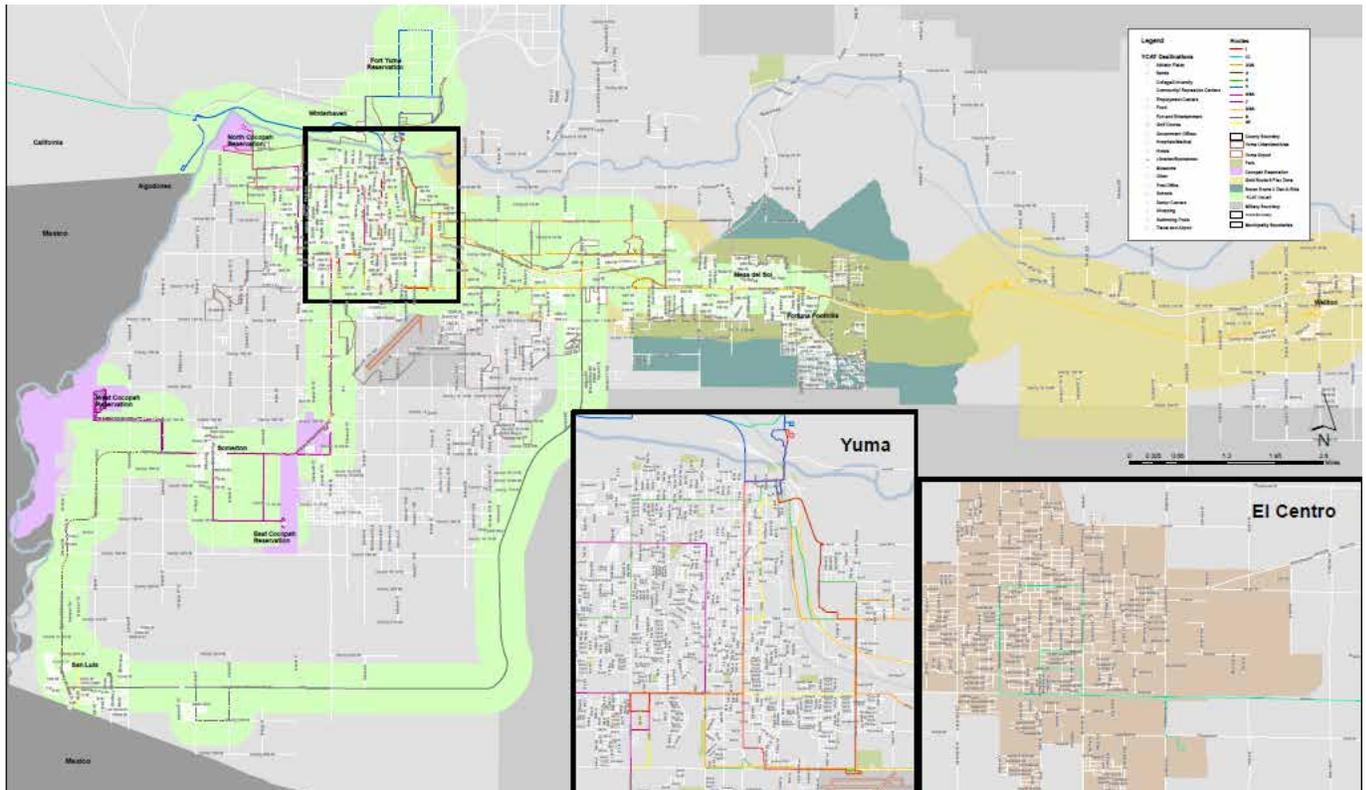
The ADA regulations require YCIPTA, as a public entity who operates a fixed route system, to provide complementary paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route transit system per 49 CFR §37.131(a). ADA regulations require service area to be within $\frac{3}{4}$ mile of the fixed-route system. Per 49 CFR §37.131(g), public entities may provide complementary paratransit service to ADA paratransit individuals exceeding that required by Sec. 37.131.

How YCIPTA's ADA Complementary Paratransit Service Meet The Requirements of the Americans with Disabilities Act Regulations

Under YCIPTA's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is similar to YCIPTA's fixed-route bus service. Six service criteria are included in the regulations. The following is a description of how YCIPTA's complementary paratransit service meets or exceeds the six service criteria:

1. **Service Area**: YCAT OnCall service must be provided to all origins and destinations within a corridor $\frac{3}{4}$ mile on each side of the fixed route. Service beyond this area may be provided at YCIPTA's discretion. YCIPTA must coordinate where service areas overlap or are contiguous.

YCAT OnCall meets this requirement. Service area map is below.



2. **Response Time:** Next-day service must be provided for requests made any time during the preceding day. Requests for service must be taken when administrative offices are open and must arrange to accept reservations on days or times when administrative offices are closed if service is provided on the following day.

Next-day service is provided on YCAT OnCall for requests made any time during the preceding day prior to 6:00 pm, Monday through Saturday. Reservations are taken seven days a week for next-day service and can be made up to seven days in advance. Reservations will be taken by an answering machine on days when the administrative/dispatch office is closed.

3. **Fares:** Fares can be no more than twice the fixed route adult fare.

The ADA fare is \$4.00 on YCAT OnCall and \$2.00 on YCAT fixed routes. An attendant is permitted to accompany an ADA-eligible rider at no charge, and a companion may ride at the same fare charged the ADA rider only if they have the same origin and destination as the ADA-eligible rider.

4. **Service Days and Hours:** Days and hours of operation must be at least the same as the fixed route system.

Service is operated the same as the YCAT fixed route system. Like the fixed route, service is offered Monday through Friday 5:50 A.M. to 7:30 P.M.; Saturday from 9:15 A.M. to 6:30 P.M. Service on either the fixed route or

YCAT OnCall is not provided on major holidays. As fixed route service ends in a particular area, so does YCAT OnCall.

5. **Trip Purpose**: Trips must be accepted and handled on an equal basis. There can be no restrictions on trip purposes or prioritizing by trip type.

Trips are not prioritized or restricted by trip purpose for ADA riders.

6. **Capacity Constraints**: Service cannot be limited because of capacity constraints. No waiting lists can be maintained, and the number of trips provided to an individual cannot be restricted.

Service is not limited due to capacity constraints. YCAT OnCall does not maintain waiting lists and trips are not restricted to individuals. Subscription trips are limited to no more than 50% of complementary paratransit service capacity. Because YCAT OnCall is an above ADA service, if necessary, ADA passengers will have priority on an advance-reservation basis, over non ADA passengers, including subscription passengers. The non ADA and ADA-certified passengers are treated equally for requests for same-day service.

YCIPTA as the public transit provider for Yuma County is the only provider of ADA complementary paratransit services that meets the requirements of the ADA. Saguaro Transportation Service, Achieve, Horizon Human Services, City of Somerton and City of San Luis provided demand responsive services for seniors and persons with disabilities with no restrictions also in various areas of Yuma County. Please review the YMPO - Yuma Regional Transportation Coordination Plan for additional details available at: <http://ympo.org/plans/ympo-regional-transportation-coordination-plan/>

Attendant Policy

Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. YCIPTA will require that passengers state the need for a PCA when they request ADA eligibility certification. YCIPTA does provide PCA's through its operations contractor at a rate of \$10.00 per hour.

One guest will be allowed to accompany an ADA eligible complementary paratransit passenger on their ADA eligible paratransit trip. More than one guest will be allowed on a space available basis. The PCA is not considered to be a "guest". A guest is required to pay the applicable paratransit fare.

Children under the age of 9 are required to be accompanied by a parent, guardian or another responsible adult.

YCIPTA's Origin-to-Destination Assistance Policy

It is the policy of YCIPTA to provide complementary paratransit services within a $\frac{3}{4}$ mile radius of YCIPTA's non commuter bus routes. Transportation service is provided by ADA accessible buses or mini-vans.

Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance.

As a result of this policy, YCIPTA bus operators will assist passengers from the door of the bus to the door of the origin or destination point.

Shopping Trips

To ensure timely service, passengers are encouraged only to bring what they can carry on their own or with assistance of a personal care attendant (PCA). Passengers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

Trip Cancellation Policy For a Scheduled Trip

There is no penalty for a cancellation as long as notice is given at least one (1) hour in advance of the scheduled pick up time. Passengers are encouraged to give as much notice as possible if unable to make the appointment. We ask that passengers be cooperative in reducing cancellations. Cancellations are disruptive to the overall operation and the time could have been scheduled by another passenger. If a passenger cancels a trip less than an hour before the scheduled pick up time, it will be a late cancellation and treated the same as a No Show.

Passengers should call Yuma County Area Transit at (928) 783-2235 as soon as known to cancel any trips.

Cancellations can be made by leaving a message on the answering system 24 hours a day 7 days a week, but every effort should be made to call during business hours which are between 8:00 a.m. and 4:30 p.m., Monday through Saturday.

No Show Definition and Policy

YCIPTA request that passengers be ready to be transported a few minutes ahead of schedule. YCIPTA defines a No Show as occurring when all five of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip one or more hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup point by the scheduled pick up time.
4. The driver has waited at least 2 minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.
5. The driver cannot reasonably see the customer approaching the vehicle.

It is important to note that if a No Show occurs, the return trip is automatically cancelled unless otherwise specified by the customer. This prevents the customer being charged with a No Show.

The following is the No Show policy for complementary paratransit service:

1. If a passenger is not ready at the scheduled pick up time or refuses a trip, the driver will be instructed by dispatch to continue with his/her regular schedule and the trip will be considered a No Show.
2. The drivers have been instructed to radio dispatch in the case of a No Show. When the driver notifies the office of the pending No Show, it must be verified by Dispatch or a supervisor. Dispatch or the supervisor will then enter the information on the Dispatch Screen in the transit dispatching system.
3. The driver must mark the Driver Manifest as a No Show with the correct time of pick up and mileage.
4. When verification is done on the vehicle, No Shows are displayed in verification and then the person doing the verification can send out a No Show letter to the customer. For visually-impaired customers, a phone call will be made in addition to the letter.
5. No Show letters are sent out monthly.

Policy Relating to Suspension of Riding Privileges Due to Excessive No Shows or Late Cancellations or Inappropriate Conduct

YCIPTA reserves the right to suspend service to an individual who, for reasons within his or her control, has a “pattern or practice” of missing scheduled trips. This provision does not apply to trips that are missed for reasons that are beyond the passenger’s control, (including trips which are missed due to YCIPTA error). YCIPTA also reserves the right to suspend service to an individual who engages in violent, seriously disruptive or illegal conduct on a paratransit vehicle or to a paratransit driver. Before suspending service, YCIPTA will take the following steps:

1. After an individual has missed three scheduled trips within 30 consecutive days for reasons within his/her control, YCIPTA will notify the individual in writing of the proposal to suspend service and the proposed sanction.
2. Upon receipt of the suspension, YCIPTA will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to suspend service to the individual.
3. After giving the individual the opportunity to be heard and to provide information and arguments contrary to the proposal to suspend service, YCIPTA will provide notification of the decision and the reasons for it.

Appeal Process for Suspension of Service Due To No Shows or Inappropriate Conduct

The appeals process was established to create an objective and unbiased process for ADA paratransit eligibility, no-shows, fare evasion and late cancels.

If an application for ADA paratransit certification is denied, a passenger continuously received no-shows or late cancels or willfully refused to pay fare while boarding buses and was suspended from service; the applicant may file an appeal within 65 calendar days from the date of the notification letter of denial or suspension. Eligibility category and trip denials may also be appealed within the 65 calendar day deadline.

An appeal must be filed with the Yuma County Intergovernmental Public Transportation Authority and directed to the YCIPTA Transit Director by telephone at (928) 539-7076, extension 237, TDD/TTY at 711, through the Relay Service, by fax at (928) 783-0309; in writing or in person at: 2715 East 14th Street, Yuma, AZ 85365. The applicant shall identify their name, address, telephone number and facts supporting their appeal, including any additional supporting documentation. In describing the appeal, the applicant shall clearly and concisely state the grounds of the appeal.

Once a request for an appeal has been made, the appeal will be granted or a hearing date shall be established and the applicant (appellant) notified with 14 business days. If necessary, YCIPTA will arrange for transportation for the appellant, to and from the appeal hearing. Transportation will be provided at no cost from any location within the YCAT OnCall service area. The appellant may bring a representative, advocate or witness (es) to assist with the presentation of the appeal; however, YCIPTA will not provide transportation for the representative, advocate, or witness (es).

Your appeal will be heard by the YCAT Community Transit Committee. The Committee is not involved in the initial certification process or does not have prior knowledge of why the appellant was suspended from YCAT OnCall service.

Upon receipt of your letter, the Transit Director will set up a meeting with the YCAT Community Transit Committee. You will be notified by mail on the date and time of this meeting. YCIPTA will schedule and conduct hearings as soon as is administratively possible. If no decision is made within 30 days after completion of the appeals process, there will be a presumption of eligibility or termination of suspension unless and until a contrary decision is made.

At this meeting, you will have the opportunity to submit any additional information, and written evidence and/or arguments to support your qualifications for service. You may bring a representative, advocate or witness (es) with you to this meeting. The YCAT Community Transit Committee will conduct the appeal hearing in an orderly and professional manner.

You will be notified of the YCAT Community Transit Committee decision in writing within thirty (30) days of the hearing. The written determination shall state the reasons for confirming or overturning the denial.

The appeal files will be forwarded to the Transit Director for safekeeping and storage.

The YCAT Community Transit Committee decision is final.

Types of Paratransit Service that YCIPTA Offers

YCIPTA's complementary paratransit service for ADA eligible users will be origin-to-destination service. This includes:

1. Origin-to-Destination paratransit service;
2. Paratransit feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip;
3. Paratransit feeder service to a neighboring jurisdiction, such as Imperial Valley Transit for service to El Centro via Route 3;
4. Coordinated paratransit service with a commercial bus line, such as Greyhound.

Types Of Vehicles Used For Transportation

YCIPTA uses low floor minivans and small passenger cutaway buses that are high floor with wheelchair lifts.

Pick Up Times

Passengers will be given an approximate time of pick up when calling to make an appointment.

Passengers must be ready to go at the pre-arranged time and place. Passengers are encouraged to be ready to be transported a *few minutes* ahead of schedule. There may be times when traffic, road conditions and/or weather conditions may delay your vehicle. Our drivers have been instructed to wait at a residence for a period not to exceed five (5) minutes from the scheduled pick up time.

Return Trips After Appointment

When arranging for transportation, passengers must schedule a return time at a pre-arranged location unless the trip is for medical purposes. For medical trips, passengers can call (928) 783-2235 when ready to return. The first available driver will be dispatched to pick up the passenger.

Lift and Securement Use Policy

In accordance with the regulations, YCIPTA will provide service to all common wheelchairs and their users. A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are

defined to include three-wheeled and four-wheeled mobility aids. Three-wheeled scooters and other non-traditional designs will be transported.

Passengers are advised that drivers are not permitted to operate a scooter or electric wheelchair onto the lift. The passenger is responsible for getting onto the lift with minimal driver assistance.

Use of the securement system on YCIPTA's vehicles will be a required condition of service. All wheelchairs and mobility devices must be secured to YCIPTA's satisfaction before transport. When transporting passengers using three-wheeled wheelchairs or other mobility devices, YCIPTA can request that the passenger transfer into a bus seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. YCIPTA does not provide wheel chairs or other mobility devices.

Accommodating Other Mobility Devices, Life Support Equipment or Service Animals

YCIPTA will permit the use of a lift for Segway or other personal transportation devices when used as a mobility device by eligible customers as long as it does not exceed the size and weight standards for a common wheelchair (30 x 48 inches and not exceeding 600 pounds including the user) per 49 CFR §37.3. Securement provisions do not apply. In accordance with Americans with Disabilities Act (ADA), all paratransit passengers will be permitted to travel with service animals trained to assist them. The Department of Transportation ADA Title II regulations (29 CFR § 35.104) define a service animal as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

People with disabilities who use service animals will not be charged extra fees, isolated from other patrons, or treated less favorably than other patrons.

A person with a disability cannot be asked to remove his/her service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly) or (2) the animal poses a direct threat to the health or safety of others. YCIPTA will not provide care or food for a service animal or provide a special location for it to relieve itself. Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals. Passengers will also be permitted to travel with respirators, portable oxygen and other life support equipment. Travel with this equipment will only be denied if it violates rules concerning the transportation of hazardous materials.

Other Assistance

Note: All material made available to applicants and passengers of YCIPTA's complementary paratransit service will be provided in accessible formats upon request. For visually-impaired customers, phone calls will be made in addition to letters referenced in this document.

Those persons who would like to learn how to use the lift-equipment on an accessible fixed route bus can practice on a vehicle that is not in regular service. Whenever possible, YCIPTA will try to make available a demonstration, which can be attended by all interested persons, and will arrange specialized transportation services to such sites for those who need it. YCIPTA staff may be able to accompany you on all or part of your first trip if advance arrangements are made. YCIPTA will make mobility training available upon request.

Attachments:

- YCIPTA ADA Policy
- Matrix of ADA Paratransit Compliance
- Minutes Adopting ADA Paratransit Plan and Policy – 1/23/2012
- YCAT OnCall Brochure
- YCAT OnCall Eligibility Application
- YCAT OnCall Appeals Application
- YCAT OnCall Rider's Guide
- YCAT System Summary – Effective April 7, 2014
- 2010 Yuma County Population Information
- YCAT Fleet Inventory



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AMERICANS WITH DISABILITIES ACT (ADA) POLICY

Adopted: October 1, 2011

It is the policy of the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, including but not limited to those stated below, in all activities, operations and relationships with—and accommodations of—employees, client-customers, and the general public.

The ADA requires that persons with disabilities receive the same level of service from transportation as non-disabled persons. Services that are “separate but equal” are not acceptable (i.e. all individuals using wheel chairs on one bus and everyone else on another bus).

All recipients must keep federally funded equipment and facilities in good operating condition. Recipients must have policies and procedures to maintain vehicles. Recipients must maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features must be repaired promptly if they are damaged or out of order. Recipients must establish a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative.

Specific transportation provisions of the ADA as amended, include but are not limited to the following requirements:

Lift Vehicle Availability: As required by the ADA, YCIPTA shall maintain a 100% wheelchair accessible fleet to ensure that persons needing a wheelchair have equivalent access to our transportation services as ambulatory persons.

Maintenance of Accessible Features on Vehicles: As required by the ADA, the accessible features on YCIPTA vehicles are maintained to a high level, so that persons needing these features receive equivalent service to persons not needing those features.

Adequate Time for Vehicle Boarding and Disembarking: As required by the Americans with Disabilities Act (ADA), YCIPTA provides adequate time for boarding and disembarking our vehicles for persons with disabilities.

Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma,
Dr. Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,
Ralph Velez - City of San Luis, Rodney Rinehart – Town of Wellton, Bill Lee – City of Somerton

John Andoh, Transit Director

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, persons using our transportation service may bring respirator, portable oxygen, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vans safely and without obstructing the aisle and/or block emergency exits.

Service Animals: As required by the ADA any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with disabilities, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, are accepted on YCIPTA vehicles.

Training in Wheelchair Securement, Sensitivity to Passengers: As required by the ADA, YCIPTA transit operators (drivers), through the Transit Operations Contractor are trained to proficiency in the use of wheelchair equipment on board our vehicles and in passenger sensitivity. This training is provided by a "Certified Trainer" through the Transportation Safety Institute (TSI) training prior to being released to drive for YCIPTA.

Approved:



John Andoh
Transit Director

____9-26-11_____
Date

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Ralph Velez - City of San Luis, Rodney Rinehart – Town of Wellton, Bill Lee – City of Somerton

John Andoh, Transit Director

ADA Requirement	YCAT OnCall Performance	Meets Requirements?
Service Area		
ADA paratransit service must be offered in all areas defined as being within 3/4 mile of a fixed route.	YCAT OnCall service is provided within 3/4 mile of scheduled YCAT fixed route service that is non-commuter or non-deviated.	YCAT OnCall meets this ADA requirement.
Coverage		
Service must be offered during the days and times when fixed route service is offered.	YCAT OnCall service is provided in parallel to fixed route service hours throughout the YCAT service area.	YCAT OnCall meets this ADA requirement.
Fares		
Fares for ADA paratransit may be up to twice the cash fare for equivalent fixed route service for riders who are not mobility limited.	The adult non-commuter cash fare for YCAT fixed route service is \$2.00. YCAT OnCall is \$4.00 per one way passenger trip.	Cash fare is in full compliance- charging the maximum fare allowable by ADA.
Eligibility		
Individuals who are unable to use fixed route transit due to a disability or mobility impairment must be eligible for paratransit.	YCAT OnCall provides demand-response service to ADA-certified registrants only.	YCAT OnCall meets this requirement.
Reservations		
Must be able to make "next day" reservation. Longer reservations and standing reservations may be offered.	YCAT OnCall accommodates advance bookings from 1 to 7 days in advance. Subscriptions bookings are accommodated.	YCAT OnCall meets this ADA requirement.
Trip Purpose and Trip Limit Restrictions		
There may be no prioritization or limitation placed on trip purposes, and there may be no limit on the number of trips an individual may take on paratransit.	There are no trip purpose restrictions or limits on the number of trips an individual can book. Service to non-ADA registrants is provided on a space available basis.	YCAT OnCall meets these ADA requirements.
Subscription Trips or Standing Orders		
Subscription trips or standing orders may not exceed 50% of capacity during any time period when capacity is limited.	Rule does not apply if there are no trip denials.	YCAT OnCall meets this ADA requirement.
Passenger Assistance		
Curb-to-curb service is required, with passengers traveling from their residence or destination locations to and from the vehicle.	YCAT OnCall provides door to door service.	YCAT OnCall exceeds this ADA requirement.
Capacity Limitations		

<p>Under a recent ADA legal interpretation, no trip request booked at least one day in advance can be denied. However, agencies can offer travel time alternatives within one hour before or after the originally requested drop off or pick up time.</p>	<p>YCIPTA does not deny time call bookings. However, same day bookings can be denied because of capacity constraints. Passengers are offered alternative times or simply, the bus will pick them up when free.</p>	<p>YCAT OnCall meets this ADA requirement.</p>
<p>Guests and Attendants</p>		
<p>Guest who may or may not have mobility limitations may ride the paratransit service provided they have reserved in advance, pay the full fare for their ride and are subject to capacity constraints. Attendants who are required to assist a rider with mobility may ride at no charge, provided they are registered as a Personal Care Attendant (PCA) and have reserved in advance.</p>	<p>YCAT OnCall transports and does not charge a fare for PCAs traveling with ADA registrants. YCAT OnCall provides service to children and companions on a space available basis.</p>	<p>YCAT OnCall exceeds this ADA requirement.</p>
<p>Vehicle Design</p>		
<p>Vehicles must be designed to accommodate both ambulatory passengers and persons using an electric wheelchair, scooter or non-powered wheelchair.</p>	<p>YCAT OnCall operates a fleet of wheelchair accessible cutaway vehicles as well as passenger minivans. YCAT OnCall operates sufficient wheelchair accessible vehicles to meet wheelchair capacity requirements.</p>	<p>YCAT OnCall is in compliance.</p>

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.**

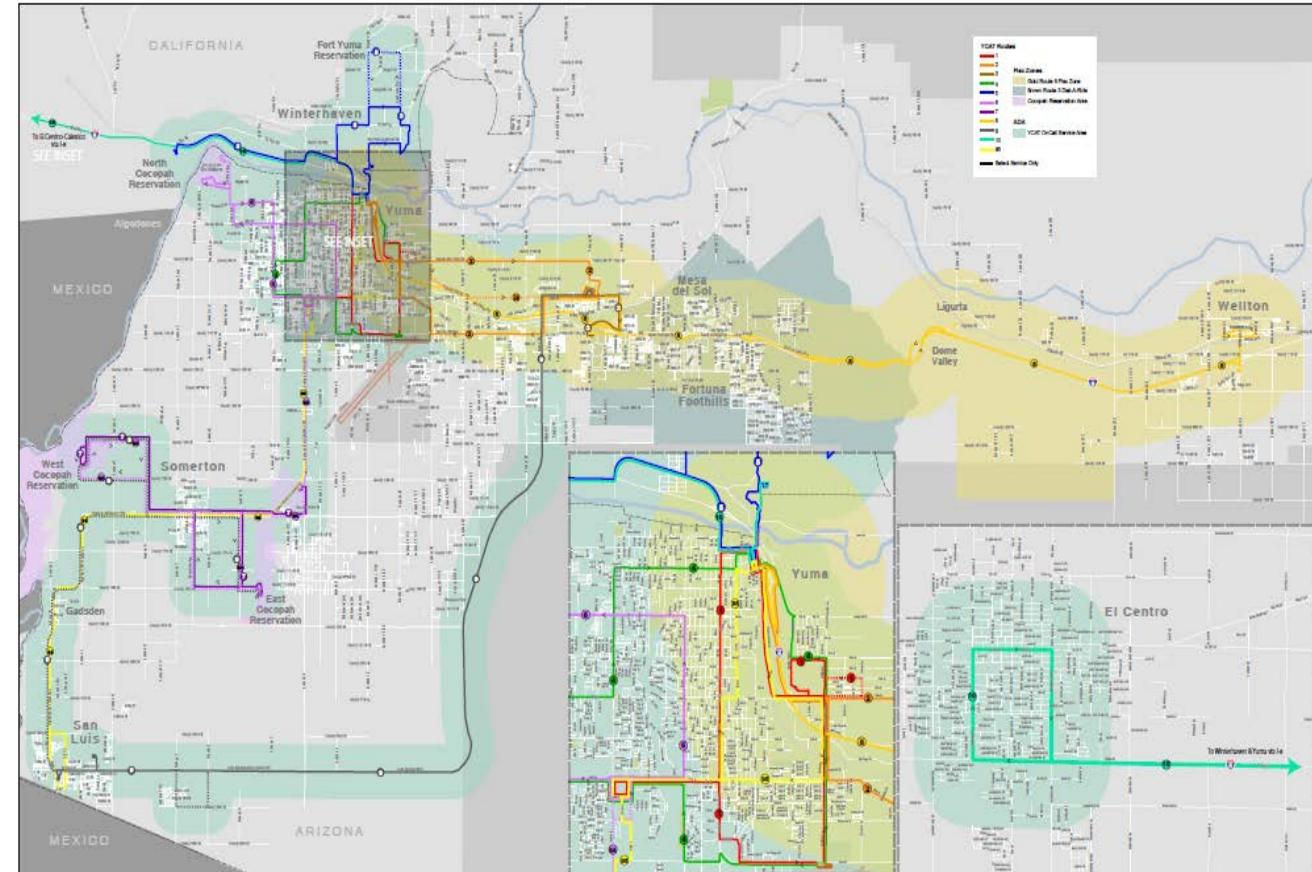
ADA Certification is Your Ticket to Ride

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

YCAT ONCALL ADA PARATRANSIT CERTIFICATION APPLICATION

PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT THE FORM

The Americans with Disabilities Act of 1990 (ADA) is federal legislation prohibiting discrimination against people with disabilities. One of the overriding principles of the ADA is to ensure that all people have equal access to public transportation. In order to ensure access, public transit vehicles and facilities are required to be fully accessible and usable by persons with disabilities. For people who are unable, due to a physical or mental disability (including mobility or cognitive impairments) to independently use the public fixed-route transportation (YCAT), complementary paratransit services must be made available.

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently using the YCAT fixed-route transportation facilities and/or buses, please complete this application form and return it to the Yuma County Intergovernmental Public Transportation Authority, 2715 East 14th Street, Yuma, AZ 85365. The completed application can also be sent by FAX to (928) 783-0309 or email to info@ycipta.az.gov. The questions on this form are designed to provide assistance in determining your eligibility for paratransit service.

Your completed application will be reviewed and a decision regarding your eligibility for paratransit service will be made within 21 days. You may be found eligible for paratransit services for your travel needs, or you may be found capable of using the YCAT fixed route system. If you disagree with the decision made regarding your eligibility status, you may appeal the decision. It is possible that upon review of your application, you may be asked to provide additional information. All information requested throughout the certification process will be kept confidential.

Not everyone with a disability can ride YCAT OnCall ADA Paratransit priority service because that is not the intent of the ADA. Paratransit service is intended to function as a transportation **safety net** for individuals with cognitive or physical disabilities whose impairment prevents the use of the YCAT fixed route system. The ADA stresses the importance of persons with disabilities having the opportunity, encouragement, and/or training to use fixed-route transportation (YCAT) as a means to integrate more fully into society.

If you have any questions about the YCAT OnCall ADA Paratransit priority service application process, or the YCAT OnCall service in general, please call (928) 783-2235.

A large print, Braille and cassette version of this application is available upon request by calling (928) 783-2235 or TTD/TTY: 711 through Relay Service. These requests will take seven business days to process.

HOW TO BECOME CERTIFIED ON YCAT ONCALL FOR ADA PRIORITY SERVICE

There are three ADA categories of eligibility when filling out this application. Priority service is given to those who meet ADA eligibility requirements. All others ride YCAT OnCall and YCAT flex route deviation service is available on a space-available basis. ADA certified passengers will never have their trip denied.

1. Fill out **Step 1** of the application.
2. Complete the certification section that applies to you in **STEP 2**. Check **A-1, A-2 and/or A-3**.
 - A. ADA ELIGIBLE: Do you have a disability which makes using YCAT fixed route buses impossible (**A-1**), accessing a YCAT fixed route bus stop (**A-3**) and/or boarding a YCAT fixed route that is not yet accessible (**A-2**)? Then check Step 2, section (A) and select criteria **A-1, A-2** or **A-3**, whichever applies to your situation. Have your physician, or authorized human service agency representative explain your disability by completing **Step 4** of the application.
3. Complete the Supplemental Questionnaire on page 4. The information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist the YCAT staff in meeting any special needs or service requirements you may have.

Mail, or return the completed application and questionnaire to: Yuma County Intergovernmental Public Transportation Authority, 2715 East 14th Street, Yuma, AZ 85365. To expedite processing the completed application and questionnaire can be faxed to YCAT OnCall at (928) 783-0309 or emailed to info@ycipta.az.gov. It is important that you complete all applicable portions of this application—type or print please. Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.

If you are certified eligible for paratransit service, you will be contacted to take a photo for your YCAT OnCall ADA Identification Card and receive a YCAT OnCall Rider's Guide within 21 days. If you are denied ADA eligibility, you may appeal the decision to the Yuma County Intergovernmental Public Transportation Authority. Your appeal will be heard by the YCAT Community Transit Advisory Committee within 65 days of an appeal form being filed out. You may also contact the YCIPTA Transit Director at (928) 539-7076 or via email at info@ycipta.az.gov for details on the appeal process or hearing results.

If you have any questions about the YCAT OnCall ADA Paratransit priority application process, please call (928) 783-2235 or email info@ycipta.az.gov.

YCAT ONCALL ADA PARATRANSIT PRIORITY SERVICE

All information on this form will be kept confidential

READ ACCOMPANYING INSTRUCTIONS BEFORE COMPLETING THIS FORM

STEP 1 TO BE COMPLETED BY ALL APPLICANTS

NAME: _____ PHONE: _____

ADDRESS: _____
Street City Zip Code

DATE OF BIRTH _____ AGE: _____

STEP 2 CHECK THE APPROPRIATE BOX – Certification based on:

A. **ADA Eligible.** Under the Americans with Disabilities Act of 1990, Individuals must meet one or more of the following criteria in order to be certified as ADA eligible. Check the appropriate box or boxes which best describes the applicant’s condition.

A-1 I certify that the above named individual, because of their disability, cannot INDEPENDENTLY board, ride, and/or disembark from any bus in the YCAT fixed route system.

A-2 I certify that the above named individual has a disability related condition(s) that PREVENTS him/her from riding YCAT fixed routes because the YCAT fixed route is not yet 100% accessible.

A-3 I certify that the above named individual has a disability related condition(s) that PREVENTS him/her from getting to or from a YCAT fixed route bus stop.

GO TO **STEP 4**. HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING YCAT.

STEP 3 FOR ADA DISABILITY CERTIFICATION: your physician or an authorized human service agency representative must sign this form. Authorized agencies are:

SMILE – Independent Living Center
DaVita Dialysis Center
Western Arizona Council of Governments
Yuma County Health Services District
Yuma Regional Medical Center
Sunset Community Health Center
SAAVI
ACHIEVE Human Services
Horizon Human Services
Arizona Department of Economic Security

**The certifying Physician or human service agency representative completes
STEP 4** (Note: Both PART ONE and TWO must be filled out in order to complete this step).

STEP 4 - PART ONE: THIS SECTION TO BE FILLED OUT BY PHYSICIAN OR CERTIFYING AGENCY REPRESENTATIVE. (Physicians please read accompanying instructions on page 7)

Name of Certifying Person (print)	Signature
Title	Telephone number
Agency	Address
Date	Medical ID Number

STEP 4 - PART TWO PLEASE EXPLAIN APPLICANT'S DISABILITY COMPLETELY. If you checked A-1, A-2 and/or A-3, explain how it **PREVENTS** the applicant from riding YCAT in accordance with the ADA as defined in Step 2.

Condition is: [] Permanent
 [] Temporary – From _____ to: _____

RETURN COMPLETED FORM TO YUMA COUNTY INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY, 2715 EAST 14TH STREET, YUMA, AZ 85365, BY FAX TO (928) 783-0309 OR EMAIL TO INFO@YCIPTA.AZ.GOV.

APPLICATIONS NOT COMPLETELY FILLED OUT WILL BE RETURNED.

FOR ADDITIONAL INFORMATION, PLEASE CONTACT YCAT ONCALL AT (928) 783-2235, TDD/TTY 711 – THROUGH THE RELAY SERVICE.

SUPPLEMENTAL QUESTIONNAIRE

ANSWERING THE FOLLOWING QUESTIONS WILL ENABLE US TO SERVE YOU BETTER

1. Are you able to board the bus without assistance? Yes [] No []
2. Do you have any vision impairment or limitation? Yes [] No []
3. Do you have any hearing impairment or limitation? Yes [] No []
4. Do you use any of the following aids to mobility? (Check all that apply)
Manual Wheelchair [] Electric Wheelchair [] Powered Scooter []
Cane [] Crutches [] Guide Dog [] Other: _____
5. Do you require the use of an oxygen tank? Yes [] No []
6. Do you require a Personal Care Attendant (PCA)? Yes [] No []
7. Is your residence equipped with a wheelchair ramp? Yes [] No []
8. Are you able to use and communicate with a telephone? Yes [] No []
Use a TDD and or TTY? Yes [] No []
9. Are you able to make or cancel your own appointments and travel arrangements? Yes [] No []

If not, who will make them for you? _____

10. Is there any other information which would be helpful to us to ensure we provide you with our best service?

11. In case of emergency notify:

Name _____ Phone _____

Relationship _____

I **certify** that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services. I agree to abide by the rules and procedures of the YCAT OnCall program (see page 8). **I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit, in order to assist in the determination of eligibility.**

Applicant's Signature

Date

PROFESSIONAL AUTHORIZATION

I hereby authorize (Enter the name, address and phone number of the licensed professional familiar with your disability or health related condition):

Name, Address, City, State, Zip Code

Telephone Number

Title

to release to Yuma County Intergovernmental Public Transportation Authority the necessary information about my disability in order to certify my eligibility for paratransit services. The information released will be used solely to determine my eligibility. I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at anytime.

Enter the name of the applicant and the date signed:

Print Applicant's Name

Date

Applicant's Signature

PHYSICIAN OR CERTIFYING AGENCY REPRESENTATIVES

ADA GUIDELINES FOR CERTIFICATION PLEASE READ CAREFULLY BEFORE CERTIFYING THE APPLICANT

The Americans with Disabilities Act of 1990 (ADA) states that a public transit operator, which has a fixed-route bus system, like YCAT, must also operate a complementary paratransit service (YCAT OnCall) for those persons not able to use the regular fixed route buses.

The criteria for certifying that a person is eligible under ADA to ride YCAT OnCall are:

IS THE APPLICANT FUNCTIONALLY ABLE TO RIDE THE REGULAR YCAT FIXED ROUTE BUS SYSTEM AND ARE THEY ABLE TO GET TO AND FROM A BUS STOP?

Many people with either cognitive or physical disabilities are able to ride YCAT. Many agencies will help to travel train their clients on how to ride the regular bus system. All buses in the YCAT fixed route system meet ADA accessibility standards.

HOWEVER, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** from the regular YCAT fixed route bus, they are eligible to ride YCAT OnCall under ADA guidelines (**A-1**).

Some examples are:

Inability to climb steps; cognitive inability to use the YCAT fixed route system including transfers, fare payment and stop signaling; severe mental retardation; severe lack of coordination/motor function; psychiatric disabilities causing disorientation; Alzheimer's disease; vision impairments, etc.

A second category, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** the regular YCAT fixed route bus because it is not yet accessible, they are eligible to ride YCAT OnCall under ADA guidelines (**A-2**).

A third category (A-3) of eligibility includes individuals who have specific impairment-related conditions that **PREVENTS** them from getting to or from a bus stop.

Some examples are:

Chronic fatigue and excessive distance to the YCAT fixed route bus stop; special sensitivity to high or low temperature; severe cardiac conditions; dialysis; radiation/ chemotherapy; a cognitive disability which impairs the ability of the individual to remember and follow directions; physical obstructions such as lack of curb cuts for wheelchairs, etc.

If the person meets one of the three criteria listed above, they are eligible under ADA, and thus, Section A should be marked appropriately on the application form.

For more information or questions on this application, please call YCAT OnCall at (928) 783-2235 or email info@ycipta.az.gov.

YCAT ONCALL RULES AND PROCEDURES

Please refer to the YCAT OnCall Rider's Guide for More Details on Additional Rules

Reserving a YCAT OnCall Trip: An ADA certified rider must call prior to 5:00 PM the day before (or up to seven (7) days in advance) if they wish to ride YCAT OnCall. YCAT OnCall will make every effort to schedule ADA certified passengers for a ride within one hour of their scheduled time.

Subscription Policy: Subscription service is the practice of providing repetitive trips over an extended period of time without the passenger calling to request each trip. According to ADA guidelines, this service may not absorb more than 50% of the trips available on a given day. It is the responsibility of the passenger to reconfirm all subscription trips, which are scheduled after holidays, school vacations, or other breaks in service.

Meeting the Bus: Passengers must be ready to go 30 minutes before or after their scheduled pick up time. The driver will wait for five minutes. If you miss your ride, you will have to call again, but may not get a ride for at least one hour or more. If the bus is more than 30 minutes late, passengers will not be considered a no-show, if they are not present when the bus arrives. If the bus is early, the driver must wait until the start of the window unless the passenger is ready to go.

No-Shows and Cancellations: If you do not need a ride after you have scheduled one, please call and cancel as soon as possible, but no less than two (2) hours before your pick up time. No-shows and those who do not cancel ahead of pick up time, or attempt to cancel after the bus has arrived will be considered a no-show. Three no-shows or five late cancels in a 30-day period will be cause for suspension of YCAT OnCall service for up to seven (7) days.

Visitors: Visitors to the Yuma County area that are ADA-certified by another transit system may ride YCAT OnCall for 21 service days. Visitors requiring service beyond 21 service days must be certified on YCAT OnCall if they wish to continue to ride.

Companions: While riding on YCAT OnCall, each ADA-certified passenger can ride with one Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCA's are not charged for the trip. The PCA must travel to and from the same destination as the passenger. Additional companions may be accommodated on a space available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

Children: Children four and under ride free, but must be accompanied by a fare paying adult age 16 years old or older. Children under 9 may not ride by themselves.

Seat Belts and Safety Belts: Passengers must wear at all times seat belts for ambulatory riders and safety lap belts that are secured to the floor of the van for riders using wheelchairs and electric scooters. Passengers are required to follow other safety precautions given by the driver.

Shared Rides: YCAT OnCall is a shared ride experience. 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. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

Wheelchair Size and Weight Restriction: Wheelchair lift on the buses are designed to lift common wheelchairs and bus operators are not allowed to exceed the manufacturer requirements for lifting a common wheelchair with occupant included.

Denial of Service: YCAT OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.

**Yuma County Intergovernmental Public Transportation Authority (YCIPTA)
Appeal Process for ADA Paratransit Eligibility Determination,
No-Shows, Fare Evasion and Late Cancels**

The appeals process was established to create an objective and unbiased process for ADA paratransit eligibility, no-shows, fare evasion and late cancels.

If an application for ADA paratransit certification is denied, a passenger continuously received no-shows or late cancels or willfully refused to pay fare while boarding buses and was suspended from service; the applicant may file an appeal within 65 calendar days from the date of the notification letter of denial or suspension. Eligibility category and trip denials may also be appealed within the 65 calendar day deadline.

An appeal must be filed with the Yuma County Intergovernmental Public Transportation Authority and directed to the YCIPTA Transit Director by telephone at (928) 539-7076, extension 237, TDD/TTY at 711, through the Relay Service, by fax at (928) 783-0309; in writing or in person at: 2715 East 14th Street, Yuma, AZ 85365. The applicant shall identify their name, address, telephone number and facts supporting their appeal, including any additional supporting documentation. In describing the appeal, the applicant shall clearly and concisely state the grounds of the appeal.

Once a request for an appeal has been made, the appeal will be granted or a hearing date shall be established and the applicant (appellant) notified with 14 business days. If necessary, YCIPTA will arrange for transportation for the appellant, to and from the appeal hearing. Transportation will be provided at no cost from any location within the YCAT OnCall service area. The appellant may bring a representative, advocate or witness (es) to assist with the presentation of the appeal; however, YCIPTA will not provide transportation for the representative, advocate, or witness (es).

Your appeal will be heard by the YCAT Community Transit Committee. The Committee is not involved in the initial certification process or does not have prior knowledge of why the appellant was suspended from YCAT OnCall service.

Upon receipt of your letter, the Transit Director will set up a meeting with the YCAT Community Transit Committee. You will be notified by mail on the date and time of this meeting. YCIPTA will schedule and conduct hearings as soon as is administratively possible. If no decision is made within 30 days after completion of the appeals process, there will be a presumption of eligibility or termination of suspension unless and until a contrary decision is made.

At this meeting, you will have the opportunity to submit any additional information, and written evidence and/or arguments to support your qualifications for service. You may bring a representative, advocate or witness (es) with you to this meeting. The YCAT Community Transit Committee will conduct the appeal hearing in an orderly and professional manner.

You will be notified of the YCAT Community Transit Committee decision in writing within thirty (30) days of the hearing. The written determination shall state the reasons for confirming or overturning the denial.

The appeal files will be forwarded to the Transit Director for safekeeping and storage.

The YCAT Community Transit Committee decision is final.

If more detailed information about the appeals process is desired, please contact the Yuma County Intergovernmental Public Transportation Authority at (928) 539-7076.

You may submit any additional information regarding your disability and your functional ability to use YCAT fixed route bus service as part of your appeals request. Any written material you submit will become part of your Appeal file and cannot be returned.

Check here if you have attached additional information: _____

Check here if you do not intend to appear in person at your hearing: _____

Signature

Date

Print Name

Address

City State Zip Code

Telephone Number to Best Reach You

ALL MATERIALS THAT ARE WRITTEN WILL BE PROVIDED IN ACCESSIBLE FORMATS UPON REQUEST. TO REQUEST CORRESPONDENCE IN AN ACCESSIBLE FORMAT; PLEASE CALL (928) 539-7076 OR TDD/TTY 711, THROUGH THE RELAY SERVICE.

This completed form should be mailed to:
Transit Director
Yuma County Intergovernmental Public Transportation Authority
2715 East 14th Street
Yuma, AZ 85365
Or FAX to (928) 783-0309
Or emailed to: jandoh@ycipta.az.gov

YCAT OnCall Rider's Guide - Effective May 1, 2013

Telephone Information and Reservations: (928) 783-2235 (toll free – 511)

TDD/TTY: 711 through the Arizona Relay Service. Website: 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 wheelchair accessible for two wheelchairs.

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.

Passenger Eligibility	ADA certified passengers may travel anywhere 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.
ADA Certification	Passengers that believe that they may be eligible for ADA certification may request an application by calling (928) 783-2235, visit www.ycat.az.gov or email jandoh@ycipta.az.gov . Once the application has been filled out, return the application to Yuma County Intergovernmental Public Transportation Authority (YCIPTA), 2715 East 14 th 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>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.</p>
Door to Door Service	<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>
Visitors	<p>Visitors to the Yuma County area that are ADA-certified by another transit system may ride YCAT OnCall for 21 service days. Visitors requiring service beyond 21 service days must be certified on YCAT OnCall if they wish to continue to ride.</p>
Service Area	<p>The boundaries for this service includes the cities of Yuma, Somerton, San Luis, unincorporated area of Yuma County, including Gadsden, Fortuna Foothills (west of Walmart/32nd 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 Ligturta 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>
Route Deviation Service	<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 Ligturta. YCAT Violet Route 7 and Purple Route 6/6A 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"> • The bus will only wait two minutes before proceeding on. • 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. • Fare is \$2.00 on top of the regular route fare.
Transfers to Other Paratransit Providers	<p>YCAT OnCall can make transfers to:</p> <ul style="list-style-type: none"> • Quartzsite Transit Services (1st, 3rd & 5th Wednesday of the month) with advance reservation. • IVT Access with advance reservation in El Centro. <p>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.</p>

Fares & 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 YCATPass, 10-Ride YCATPass 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 3rd 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 14th Street, Yuma, AZ 85365, all APS and Circle K locations in Yuma County, Gonzo's Super Save USA, 2115 Winterhaven Dr, Winterhaven, CA, San Luis City Hall, 1049 East Union Street, San Luis, Somerton City Hall, 1101 State Avenue, Somerton, Wellton Town Hall 26785 Oakland Avenue, Wellton, Paradise Casino Gift Shop, 450 Quechan Drive, Yuma, AZ 85364 and Quechan Casino Resort Gift Shop, 525 Algodones Road, Winterhaven, CA 92283. 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 14th Street, Yuma, AZ 85365.

Service Hours

Monday through Friday
 First pick up is available at 5:50 am.
 Last pick up is available at 6:30 pm ending service at 8:00 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 9:15 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.

	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.
Reservations and Scheduling a Trip	<p>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 6:00 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.</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>To schedule a trip, please call (928) 783-2235. TDD/TTY: 711 through the Relay Service.</p> <p>Please have the following information ready when you call:</p> <ul style="list-style-type: none"> • Date and time for pick-up or appointment • Time for return pick-up • Complete street address, including apartment or suite number • Telephone number of destination • Whether you will travel with a Personal Care Attendant (PCA) and/or a companion • If a gate code is required to enter gated communities. <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>
Will Calls	Passengers that miss their YCAT OnCall 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.
Trip Denials	ADA eligible trips will be provided to ensure a zero denial rate.
Canceling a Trip/Late Cancels	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 & 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 Late Cancellation.</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.
No Shows	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. 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 seven (7) days. If the passenger is under 10% of the total trips made, a warning letter will be sent.

	<p>Passengers who have more than 3 no-shows and exceed 10% of the total trips made with no-shows on a continuous basis may be suspended for up to one year. A hangar 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>
Mobility Training	<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 jandoh@ycipta.az.gov.</p>
Five Minute Wait Time (5)	<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>
60 Minute “Be Ready” Window	<p>YCAT OnCall is a shared ride service, so we remind you; the passenger is to be ready 30 minutes before or after 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>
Travel Time	<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>
Mobility Devices & Aids	<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 regular passenger seat by climbing the stairs of the bus.</p>
Subscription Service	<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 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.</p>
Personal Care Attendants & Physical	<p>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</p>

Barriers	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. A Transportation Concepts provided PCA will cost \$10.00 per hour and should be request at the time of service reservation.
Companions	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.
Child Safety Seats	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.
Seat Belts	Passengers are encouraged to wear seatbelts when riding in YCAT OnCall vehicles.
Service Animals	Service animals are welcome at all times. Please advise the dispatcher when making your reservation that you will be bringing a service animal.
Passenger Baggage & Large Items	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.
Bus Operator Assistance	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.
Denial of Service	YCAT OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.
On Board Rules	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.
Passenger Personal Hygiene	Passengers who cannot regularly contain their bodily fluids are asked not to use YCAT OnCall until they can insure 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.

Comments	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 th Street, Yuma, AZ 85365, telephone: (928) 539-7076, ext 237, fax: (928) 783-0309, email: jandoh@ycipta.az.gov .
Bus Operator Tips and Gifts	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 jandoh@ycipta.az.gov
Appeals for Eligibility, Late Cancels, No-Shows, Fare Evasion and ADA Certification	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 th Street, Yuma, AZ 85365, telephone: (928) 539-7076, extension 237, fax: (928) 783-0309, email: jandoh@ycipta.az.gov . 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 jandoh@ycipta.az.gov .
Alternative Formats	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 jandoh@ycipta.az.gov .
Title VI	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 th Street, Yuma, AZ 85365, (928) 539-7076, extension 237, or email: jandoh@ycipta.az.gov 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.
Operator of YCAT OnCall	YCAT OnCall services are provided by Transportation Concepts under contract to the Yuma County Intergovernmental Public Transportation Authority.



Yuma County Area Transit Service Summary – Effective April 7, 2014

Route Number/Name	Type of Route	Frequency Of Route	Peak Bus Requirement	Service Hours	Where Does Route Go?
Red Route 1 Central Yuma Circulator via 4 th Ave (Counter Clockwise)	Urban Fixed Route	60 minutes	1	6:30 am to 6:30 pm – Monday-Friday 9:30 am to 4:30 pm - Saturday	Service from Downtown Yuma Transit Center in a counter-clockwise direction in the City of Yuma serving 1 st Street, Paradise Casino, 4 th Ave, West Yuma Transfer Hub at Walmart on 26 th St at Avenue B, 32 nd Street, Yuma Airport, Pacific Avenue and Yuma Palms Regional Center.
Orange Route 2/2A East Yuma/Colleges (Clockwise)	Urban Fixed Route	60 minutes	1	6:30 am to 7:30 pm – Monday-Thursday 6:30 am to 6:30 pm - Friday 10:30 am to 3:30 pm - Saturday	Service from Downtown Yuma Transit Center via 16 th Street, Araby Road, Arizona Western College (AWC), Northern Arizona University (NAU), University of Arizona (UA), 32 nd Street, Avenue 3E, 24 th Street and Redondo Center Drive. 2A trips operate via Fun Factory.
Brown Route 3 Fortuna Foothills Shuttle	Urban Flex Route	60 minutes	0.5	5:50 am to 5:50 pm – Monday-Friday 10:52 am to 3:50 pm - Saturday	Service from Arizona Western College (AWC)/Northern Arizona University (NAU), University of Arizona (UA) to the Fortuna Foothills in a point deviation checkpoint type of service.
Green Route 4 Central Yuma Circulator via Pacific Avenue (Clockwise)	Urban Fixed Route	60 minutes	1	6:30 am to 7:30 pm – Monday-Friday 9:30 am to 4:30 pm - Saturday	Service in a clockwise direction within the City of Yuma from Downtown Yuma Transit Center via Yuma Palms Regional Center, Pacific Avenue, Yuma International Airport, West Yuma Transfer Hub at Walmart on 26 th Street at Avenue B, MCAS Housing and 3 rd Street in downtown Yuma.
Blue Route 5 Quechan Shuttle	Rural Fixed Route	60 minutes	1	7:15 am to 7:10 pm – Monday-Friday 9:15 am to 4:10 pm - Saturday	Service in a counter clockwise direction within the Fort Yuma Indian Reservation and Winterhaven from Paradise Casino via Picacho Road and Interstate 8 to Andrade Port of Entry, Downtown Yuma Transit Center and Quechan Resort Casino.
Purple Route 6A Avenue A/Cocopah Reservations	Urban Flex Route	60 minutes (M-F) 120 minutes (Sat)	2	6:57 am to 6:59 pm – Monday-Friday 9:57 am to 3:57 pm - Saturday	Deviated fixed route service from North Cocopah Reservation via Riverside Drive, Avenue C, 8 th Street, Avenue A, 24 th Street via West Yuma Transfer Hub at Walmart on 26 th Street at Avenue B to Cocopah Casino, Somerton, East (southbound only), Mesa Verde/Orange Grove area (eastbound only) and West Cocopah Reservations.

Gold Route 8 Interstate 8/Wellton	Rural Flex Route	2 round trip	0.5	7:55 am to 9:51 am/2:55 pm to 4:51 pm – Monday-Friday	Deviated fixed route service from AWC/NAU/UA to Wellton via Fortuna Foothills and on request to Ligurta.
Silver Route 9 San Luis-AWC Connector	Rural Fixed Route	3 A.M. and 3 P.M. trips	2	5:50 am to 8:00 am/3:15 pm to 9:45 pm – Monday-Thursday	Service from AWC/NAU/UA to San Luis via AWC San Luis Center and State Route 195. PM trips extended to Somerton and Cocopah Reservations upon request.
Turquoise Route 10 Interstate 8/El Centro	Urban Fixed Route	2 round trips	1	9:15 am to 11:30 am/2:00 pm to 5:30 pm Monday & Wednesday 10:15 am to 1:30 pm/3:00 pm to 5:30 pm Saturday	Fixed route service from Yuma Palms Regional Center to downtown El Centro via Paradise Casino, Winterhaven, Quechan Casino Resort and Interstate 8 with service to Imperial Valley Mall on request.
Yellow Route 95 Highway 95 South	Urban Fixed Route	60 minutes	2	5:30 am to 7:30 pm – Monday-Friday 8:30 am to 6:30 pm - Saturday	Service from Downtown Yuma Transit Center to San Luis via West Yuma Transfer Hub, Somerton and Gadsden via US Highway 95 and Yuma Palms Regional Center.
NightCAT	Shuttle	3 night trips	1	7:15 pm to 11:15 pm – Monday through Friday.	Service from AWC/NAU/UA to Winterhaven, Yuma, Somerton, San Luis, Cocopah, Fort Yuma Indian Reservations, Fortuna Foothills and unincorporated areas within a ¼ mile radius of existing YCAT routes only.
YCAT OnCall	Urban and Rural Dial-A-Ride	Reservations next day in advance up to 7 days in advance	Up to 2	5:50 am to 7:30 pm, Monday-Friday 9:15 am to 6:30 pm, Saturday	Door to door demand responsive transit service that is in compliance with the ADA as it related to providing complementary paratransit Service within a ¾ mile boundary of YCAT fixed route. Service provided throughout southwestern Yuma County, portions of Imperial County, CA & Winterhaven, CA, excluding Wellton, El Centro, Tacna and Fortuna Foothills.
WelltonCAT	Rural Dial-A-Ride	Reservations 15 minutes in advance up to 7 days in advance	1	3:00 pm to 7:00 pm, Friday	Door to door demand responsive transit service that operates within the Town of Wellton with service to Tacna, Dome Valley and Fortuna Foothills Walmart.
YCAT Vanpool	Vanpool	N/A	Up to 15	24 hours per day	Commute oriented demand transportation initiated by passenger from point A to point B using contracted vans with YCIPTA provided subsidy of \$300 per month.

2010 Yuma County Population Information

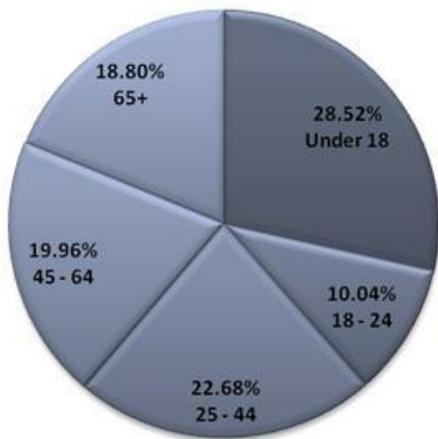
Yuma County is comprised of a fairly young population. The average estimated age of a Yuma County resident is 37.8 years old while the median age is 34. In five years the median age is expected to be 34. Nearly sixty-two percent of the population is under 45 years old.

According to 2010 estimates, the Yuma County population totals 195,757 resulting in a growth of 27.6% between 2000 and the current year. Over the next five years, the population is projected to grow by 10.3%. The City of Yuma has grown 23.11% and the Town of Wellton 8.53%. A large portion of the growth has been within the communities of San Luis and Somerton. Between 2000 and 2010, San Luis grew by 68.83% while Somerton grew by 67.18%.

	Yuma County	City of Yuma	City of San Luis	City of Somerton	Town of Wellton
2010 Census	195,757	93,064	25,505	14,287	2,882

Age Distribution

	Median Age	Average Age	Median Age in 5 years	% of Population under 45 Years of Age
City of Yuma	32.4	35.8	31.9	55.35%
City of San Luis	27.0	29.9	27.1	58.91%
City of Somerton	27.1	30.9	27.0	55.18%
Town of Wellton	40.4	41.4	35.6	49.11%



Diversity

Sixty-five percent are White; 2.1% are Black or African American; 1.6% are American Indian and Alaska Native; 1.0% are Asian; .2% are Native Hawaiian or Other Pacific Island; 6.8% are some other race and 3.0% are two or more races.

Population by Single Race Class	City of Yuma	City of San Luis	City of Somerton	Town of Wellton
	%	%	%	%
White	67.42	45.91	37.18	77.33
Black or African American	2.98	3.24	0.53	0.86
American Indian/Alaska Native	1.55	1.77	0.77	1.16
Asian	1.72	0.24	0.25	0.32
Native Hawaii/Other Pacific Island	0.17	0.03	0.00	0.10
Some Other Race	21.88	46.11	58.14	16.37
Two or More Races	4.28	2.69	3.14	3.83
Not Hispanic or Latino	46.94	8.17	6.15	71.39
Hispanic or Latino	53.06	91.83	93.85	28.61

Household Income

The average household income for Yuma County is estimated to be \$54,597 for the current year while the average per capita income is \$19,344. Over the next five years it is projected that the average household income will increase to \$61,506.

Description	Yuma County	City of Yuma	City of San Luis	City of Somerton	Town of Wellton
	%	%	%	%	%
Income Less than \$15,000	13.24	13.05	21.14	12.28	12.46
Income \$15,000 - \$24,999	14.54	13.70	20.33	14.22	15.38
Income 25,000 - \$34,999	14.21	13.19	17.34	16.34	14.38
Income \$25,000 - \$49,999	18.86	17.97	22.51	18.53	20.43
Income \$50,000 - \$74,999	18.63	19.35	11.05	20.44	20.68

Income \$75,000 \$99,999	- 9.33	9.77	4.24	10.93	8.45
Income \$100,000 \$124,999	- 5.17	6.03	1.70	4.28	4.54
Income \$125,000 \$149,999	- 2.25	2.75	.74	1.69	1.77
Income \$150,000 \$199,999	- 1.90	2.09	.52	.89	1.77
Income \$200,000 \$499,999	- 1.64	1.81	.36	.40	.13
Income \$500,000 or more	.31	.29	.07	0.00	0.00
Average Household Income	\$54,597	\$57,018	\$36,`03	\$48,558	\$47,926
Median Household Income	\$41,405	\$53,399	\$29,916	\$40,796	\$40,706
Per Capita Income	\$19,344	\$20,682	\$8,143	\$13,028	\$19,212

Yuma #559 Fleet List 6.25.13

Bus #	LIC. PLATE #	MAKE	MODEL	Pass Cap	VIN NUMBER	GVWR	IN SERVICE DATE	Value	Age
D111	G651GK	2008 Chevy Venture	ENC Amerivan	3	1GBDV13W78D139558	5,480	3/20/2008	\$41,685.00	5
D112	G041GK	2008 Chevy Venture	Braun Entervan	6	1GBDV13W68D211737	5,480	1/27/2009	\$41,685.00	4
D113	G040GK	2008 Chevy Venture	Braun Entervan	6	1GBDV13W08D211748	5,480	2/18/2009	\$41,685.00	4
D116	G039GK	2010 Ford E350	ENC Aerolite	8+2	1FDEE3FL8ADA11196	10,800	1/25/2010	\$53,956.00	3
D117	G652GK	2010 Ford E350	ENC Aerolite	8+2	1FDEE3FL1ADA11198	10,800	1/25/2010	\$53,956.00	3
D118	G038GK	2010 Ford E350	ENC Aerolite	8+2	1FDEE3FLXADA11197	10,800	1/25/2010	\$53,956.00	3
D121	G035GK	2010 Ford E350	ENC Aerolite	6+2	1FDEE3FL1SDS11203	10,800	1/25/2010	\$45,690.00	3
D122	G653GK	2010 Ford E350	ENC Aerolite	6+2	1FDEE3FL8ADA11201	10,800	2/4/2010	\$45,690.00	2
D123	G034GK	2010 Ford E350	ENC Aerolite	6+2	1FDEE3FLXADA11202	10,800	2/4/2010	\$45,690.00	2
Y133 (523)	G595GM	2013 Ford Focus	Focus 4 Door	4	1FADP3E23DL153524	Car	11/1/2012	\$16,438.00	0
Y134 (524)	G596GM	2013 Ford Focus	Focus 4 Door	4	1FADP3E21DL153523	Car	11/1/2012	\$16,438.00	0
Y135 (525)	G596GM	2013 Ford Focus	Focus 4 Door	4	1FADP3E2XDL159336	Car	1/17/2013	\$16,438.00	0
Y139 (031)	G411GT	2001 Ford F250	Pick Up Truck	3	1FTNF20L91EB51255	Truck	2001	\$4,999.00	12
Y140 (532)	G414GT	1999 Ford F250	Shop Service Truck	3	1FDNF20L6XEE98532	Truck	1999	\$4,999.00	14
Y095	G750GN	2006 Freightliner/ENC	MB55/MST II	34	4UZAACBW96CX62413	26,000	7/25/2006	\$125,187.00	6
Y096	G440GK	2006 Freightliner/ENC	MB55/MST II	34	4UZAACBW06CX62414	26,000	7/25/2006	\$125,186.00	6
Y101	G444GK	2006 Freightliner/ENC	MB55/MST II	34	4UZAACBW76CX62412	26,000	8/21/2006	\$125,187.00	6
Y102	G449GK	2003 Eldorado National	EZ Rider II	34	1N9FMAC8X2C084240	29,910	11/20/2006	\$104,950.00	6
Y106	G447GK	2003 Eldorado National	EZ Rider II	34	1N9FMAC892C084228	29,910	12/8/2006	\$104,950.00	6
Y109	G445GK	2007 Freightliner/ENC	MB55/MST II	34	4UZAACBW87CY51732	26,000	4/6/2007	\$126,787.00	5
Y124	G448GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1958F414608	26,000	2/24/2010	\$190,000.00	3
Y125	G446GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1948F414809	26,000	2/24/2010	\$190,000.00	3
Y126	G655GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1928F414226	26,000	2/24/2010	\$190,000.00	3
Y127	G650GK	2010 Chevy C5500	ENC Passport	32	1GBJRU1948F414082	26,000	2/24/2010	\$190,000.00	3
Y128	G046GK	2010 Chevy C5500	ENC Passport	32	1GBJ5V1978F411327	26,000	3/29/2010	\$161,254.00	2
Y129	G045GK	2010 Chevy C5500	ENC Passport	32	1GBJ5V19X9FY00601	26,000	3/5/2010	\$190,000.00	2
Y130	G044GK	2010 Chevy C5500	ENC Passport	32	1GB15V1909F400090	26,000	3/5/2010	\$190,000.00	2
Y131	G043GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1918F414587	26,000	2/24/2010	\$190,000.00	3
Y132	G042GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1948F414793	26,000	2/24/2010	\$190,000.00	3
Y136/9709	G765GN	1997 New Flyer	D40F	39	1FYD2LL03VU017116	36,350	9/1/2013	\$4,999.00	16
Y137/9710	G766GN	1997 New Flyer	D40F	39	1FYD2LL01VU017115	36,350	12/17/2013	\$4,999.00	16
Y138/9610	G767GN	1997 New Flyer	D40F	39	2FYD2LLO7TU016557	36,350	2/10/2014	\$4,999.00	17
Y141/31	G766GV	Freightliner	Specialty Trolley	30	4UZAB0BV16CW69985	31,000	9/1/06	\$13,605.36	7
Y142/33	G767GV	Freightliner	Specialty Trolley	30	4UZAB0BV66CW69982	31,000	9/1/06	\$13,605.36	7
Y143/32	G7686V	Freightliner	Specialty Trolley	30	4UZAB0BV86CW69983	31,000	9/1/06	\$13,605.36	7