Call to reserve your ride:
McMinnville: 503-474-4900
Newberg: 503-538-7433

Reservation Hours
Monday - Friday: 7:00 am - 6:30 pm
Saturday - Sunday: Leave a message

Please have the following information ready when you call:
- Your name and number of people traveling with you
- Pickup date and time
- Pickup address
- Your appointment time
- Destination address
- Return trip pickup time
- Will a personal care attendant be with you?
- Will a service animal be traveling with you?
- Type of mobility device you will be using

Dial-A-Ride is offered on a first come, first serve basis and rides are not guaranteed.
A site evaluation for first-time riders is REQUIRED.

ADA Paratransit rides are guaranteed with reservations for eligible riders needing accessible door-to-door transportation to destinations within 3/4 of a mile of these fixed routes:
- Routes 1, 2, 3 & 4 in McMinnville
- Routes 5 & 7 in Newberg
An application is REQUIRED. This service is a requirement of the Americans with Disabilities Act.

For a complaint to be acted upon, it must be documented in writing with the complainant’s signature and address.
1. Forms are available on all YC Transit vehicles and YCBus.org.
2. The initial complaint should be directed within sixty (60) days to Yamhill County Transit Manager, 535 NE 5th Street, McMinnville, OR 97128 / 503-474-4910 / thompsonc@co.yamhill.or.us
3. A response to the complainant will be made within thirty (30) days.
4. Should the complainant not be satisfied, an appeal can be made to the Yamhill County Administrator and Yamhill County Commissioners, 434 NE Evans Street, McMinnville, OR 97128.

Effective September 9, 2019
General public Dial-A-Ride is available for anyone and augments the Americans with Disabilities Act (ADA) Paratransit service for older adults and people with disabilities. Please refer to the chart for program details.

**To Start Your Ride:**
- Be at the curb with no more than 3 bags and fare at least 10 minutes prior to your pickup time. The bus will arrive 10 minutes before OR after your scheduled time and will wait for 5 minutes ONLY.
- Have a personal care attendant (PCA) with you if you need any assistance as the bus driver is not allowed to leave the bus.

**To Be Picked Up:**
- Call McMinnville: 503-474-4900 or Newberg: 503-538-7433
- Be at the original drop off location.
- The bus will arrive within one hour (60 minutes) of the call.

**SERVICE MODIFICATIONS**
Reasonable modifications in policies, practices, or procedures are available to assist our riders and avoid discrimination based on the basis of disability.

Examples include:
- Pick up our passenger at hard to maneuver spots
- Pick up our rider at specific entrances
- Assist rider in extreme weather

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<th><strong>Dial-A-Ride</strong></th>
<th><strong>ADA Paratransit Rides</strong></th>
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<tr>
<td><strong>Curb-to-Curb Transportation</strong></td>
<td><strong>Door-to-Door Transportation</strong></td>
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<td><strong>ADA Accessible</strong></td>
<td>Yes</td>
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<tr>
<td><strong>Fare</strong></td>
<td>Single one-way: $1.75 Unlimited monthly pass: $40.00 Exact change is needed</td>
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<td><strong>Fare - Personal Care Attendant (PCA)</strong></td>
<td>Free</td>
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<td><strong>Rider Requirements</strong></td>
<td>First time rider site evaluation</td>
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<td><strong>Reservation Requirement</strong></td>
<td>Must be made between 48 hours and 2 weeks BEFORE the needed pickup time and date</td>
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<td><strong>Reservation Hours</strong></td>
<td>Monday - Friday: 7:00 am - 6:30 pm Saturday - Sunday: Leave a message</td>
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<td><strong>Service Areas</strong></td>
<td>McMinnville &amp; Newberg Limited basis in Yamhill County</td>
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<td><strong>Ride Hours</strong></td>
<td>McMinnville: Monday - Saturday 8:00 am - 4:30 pm Newberg: Monday - Friday 8:00 am - 4:30 pm</td>
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<tr>
<td><strong>Guaranteed Ride</strong></td>
<td>No</td>
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<tr>
<td><strong>Subscription Reservation</strong></td>
<td>Yes - more than 50%</td>
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</table>

All YC Transit vehicles are wheelchair accessible with ramps or lifts. YC Transit operators are trained to assist customers and to secure mobility devices to ensure a safe ride for all passengers. Service animals are allowed on YC Transit buses.

Riders must meet federal ADA guidelines and be approved for this service. Once approved, all rides on the designated routes are guaranteed. Please refer to the chart for program details.

To request an application, call Main: 503-474-4900.

**PURCHASE FARES & PASSES**

| YC Transit driver | exact change | Board of Commissioners Office | exact change or check | First Transit Office at the Transit Center | cash or check |