

## YCTA Demand Response Services

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



**Yamhill County  
Transit Area**

## Dial-a-Ride & Paratransit Services



### YCTA

Route and Schedule Information  
First Transit : 800 NE 2nd Street  
McMinnville, OR 97128  
503-474-4900 | 503-538-7433 (Newberg)  
[www.yctransitarea.org](http://www.yctransitarea.org)  
Oregon Relay Service 1-800-735-2900





## How To Use General Public Dial-A-Ride

Dial-A-Ride service is available for anyone unable to access our fixed routes because of mobility limitations, or those whose origins or destinations are not within close proximity to our fixed routes. Dial-A-Ride is a curb to curb transportation service operating throughout Yamhill County. The fare is **\$1.75**. An unlimited monthly Dial-A-Ride pass is **\$40.00**.

Dial-A-Ride operates from 8:00am to 4:30pm, Monday through Friday. You must call to schedule a pick up at least 48 hours in advance or up to 10 days in advance. Pick up and drop off times may be 10 minutes before or after scheduled times. Will calls have up to one hour from time of call to return for pick up. Site evaluation is required for all new riders.

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

## What to Expect When Using Dial-A-Ride

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

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

## ADA Paratransit Service (elderly & disabled)

Paratransit service is offered within  $\frac{3}{4}$  of a mile of the local fixed routes in Newberg and McMinnville. Customers must apply for eligibility. **ADA Paratransit is door to door.**

Please call 503-474-4900 for an application.

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

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

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

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

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

For more information, please contact YCTA Transit Manager at [ycta@co.yamhill.or.us](mailto:ycta@co.yamhill.or.us) or call 503-474-4900 or 503-538-7433. ADA Paratransit Fare is **\$2.50** single one-way fare. Monthly passes are not currently available for ADA paratransit service.

