

MAKING A RESERVATION

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

ADA PARATRANSIT SERVICE



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.



First Transit
800 NE 2nd Street
PO Box 393
McMinnville, OR 97128

YCBus.org

Main
503-474-4900

Newberg
503-538-7433

**Translation/Accessible
Alternate Formats**
503-474-4900

Central Translation
1-800-CALL-CLI

**Text-to-Voice
(TTY) Relay**
711

CONSUMER COMPLAINT/COMMENT REPORT

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

Schedule Your Ride

Dial-A-Ride • ADA Paratransit Rides

Get There With Us

McMINNVILLE • NEWBERG



Main: 503-474-4900
Newberg: 503-538-7433
YCBus.org



Yamhill County Transit provides accessible bus and reserved ride services throughout Yamhill County. We connect the communities of McMinnville and Newberg to West Salem, Grand Ronde, Hillsboro and Tigard.

We currently operate 10 routes, including weekday six (6) local fixed routes in McMinnville and Newberg, and four (4) commuter routes.

For our riders experiencing mobility and functional limitations, we offer two reserve ride programs:

- Dial-A-Ride
- ADA Paratransit Rides

DIAL-A-RIDE



Dial-A-Ride is a reservation-only, **curb-to-curb** service primarily serving McMinnville and Newberg. YC Transit is working to expand this service to all parts of Yamhill County, but currently offers this service on a limited basis to riders unable to access regular local and commuter fixed route services.

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**.

Dial-A-Ride

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:

- Assist rider with fare media
- Operator to pull up a reasonable distance from an obstructed bus stop
- Allow passenger with a medical condition to eat/drink to avoid adverse health consequences.

ADA Paratransit Rides

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.

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

	Dial-A-Ride <i>Curb-to-Curb Transportation</i>	ADA Paratransit Rides <i>Door-to-Door Transportation</i>
ADA Accessible	Yes	Yes
Fare	Single one-way: \$1.75 Unlimited monthly pass: \$40.00 <i>Exact change is needed</i>	Single one-way: \$2.50 <i>Exact change is needed</i>
Fare - Personal Care Attendant (PCA)	Free	Free
Rider Requirements	First time rider site evaluation	Completed and approved application
Reservation Requirement	Must be made between 48 hours and 2 weeks BEFORE the needed pickup time and date	Reservations for next day trips must be made no later than 5:00 pm the day before
Reservation Hours	Monday - Friday: 7:00 am - 6:30 pm Saturday - Sunday: Leave a message	Monday - Friday: 7:00 am - 6:30 pm For next day service by 5:00 pm Saturday - Sunday by 6:30 pm via voicemail
Service Areas	McMinnville & Newberg Limited basis in Yamhill County	Destinations within ¾ of a mile of: • Routes 1, 2, 3 & 4 in McMinnville • Routes 5 & 7 in Newberg
Ride Hours	McMinnville: Monday - Saturday 8:00 am - 4:30 pm Newberg: Monday - Friday 8:00 am - 4:30 pm	Monday - Friday McMinnville: 7:00 am - 6:00 pm Newberg: 7:00 am - 6:30 pm
Guaranteed Ride	No	Yes - within a two-hour window of the requested time
Subscription Reservation	Yes - more than 50%	Limited - no more than 50%

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.

PURCHASE FARES & PASSES

YC Transit driver	exact change
Board of Commissioners Office 434 NE Evans Street, McMinnville	exact change or check
First Transit Office at the Transit Center 800 NE 2 nd Street, McMinnville	cash or check