# West Sacramento
# Senior Transportation Information

| Organization<br>Eligibility, Cost and Contact information | Services Provided |
|---|---|
| **Sacramento Area Council of Governments (SACOG)**<br>Eligibility requirements: Anyone may use<br>Cost: Free<br>Contact information: 511 by phone, or http://www.sacregion511.org/ on the internet | Sacramento region travel information on: traffic conditions; bus and light rail information for more than 20 transit agencies; paratransit services for seniors and persons with disabilities; ride sharing and bicycle information. The 511 telephone service is available in English and Spanish. |
| **City of West Sacramento - Public Works Department**<br>Eligibility requirements: NA (City service for residents of West Sacramento)<br>Cost: NA<br>Contact Information: 916-617-4645 or 916-617-4850 or go to West Sacramento Access on the City website www.cityofwestsacramento.org to register a service request. | Traffic and Transportation Management and Oversight. Traffic Planning, Traffic Signals, Street Lighting, Transportation Permits, Truck Routes, Street Classification, Highway Performance Monitoring System, Residential Traffic Calming Program, Bicycle and Pedestrian Planning and Oversight. |
| **City of West Sacramento - Parks and Recreation Department**<br>Contact information: 916-617-4620; 1075 West Capitol Avenue, West Sacramento, CA 95691 | Transportation to various Active Aging recreation activities and events. Voucher site for YoloBus Special (for qualified applicants) |
| **Woodland Healthcare: Yolo Adult Day Health Center**<br>Eligibility requirements: 60 years of age plus eligible for Yolobus Special**<br>Cost: Donation requested<br>Contact information: West Sacramento Community Center 916-617-4620 or Yolo Adult Day Health Center 530-666-8828 | Transportation Vouchers for Yolobus Special |
| **Broderick Christian Center**<br>Eligibility requirements: those in need of medical transportation<br>Cost: varies according to income and age.<br>Contact information: 916-372-0200 | Non-emergency medical transportation. Door to door shuttle service in Yolo County and greater Sacramento area. Wheelchair accessible van. |
| **California Coop Cab Company**<br>Eligibility requirements: general public<br>Cost: Per mile fare. Special discount rates for seniors<br>Contact information: 916-373-7445<br>Cab dispatch: 444-7777 | Door to door taxi service within Yolo County and surrounding areas. Fare accounts for seniors may be set up by their families. |
| **Veterans Medical Transportation Program**<br>Eligibility requirements: Veterans of military service<br>Cost: Free<br>Contact information: 530-406-4850 | Veterans Van Operation. Pick up veterans at their homes and take them to VA medical appointments at Mather and McClellan VA facilities. |



Compiled by Bryte and Broderick Community Action Network (BBCAN)
www.bryteandbroderick.org

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| **Yolobus**<br>Eligibility: None, however seniors (62+) and people with disabilities ride at a discounted price.<br>Cost: Regular Fare on the bus is $2.00, seniors and disabled $1.00<br>Contact information: 1-916-371-2877 (BUSS)<br>or e-mail: custserv@yctd.org | Fixed Route Service, all buses are equipped with wheelchair ramps or lifts and have two tie down positions in each bus. |
| **Yolobus Special**<br>Complementary ADA Paratransit Service, Door-to-door, lift-equipped transportation, operating within the same times and to the same places as fixed-route buses service.<br><br>Eligibility requirements: See attached information below** | |
| **Yolobus Special Local Paratransit Service**<br>Cost: $3.00 one way<br>Contact information: Reservations Office Hours: 7:00am-6:00pm Daily.<br>530-666-2877 or 916-371-2877<br>Hearing/Speech Impaired: 530-757-5666 | Local Paratransit Service within West Sacramento, Southport, and downtown Sacramento within 3/4 of a mile of Yolobus routes 35, 40, 41, 42A, 42B, & 240 |
| **Yolobus Special Intercity Paratransit Service**<br>Cost: $4.00 one way<br>Contact information: Reservations Office Hours: 8:00am to 6:00 pm daily. 530-666-2877<br>Hearing/Speech Impaired: 530-757-5666 | Intercity Paratransit Service within 3/4 of a mile from Routes 42A and 42B. In Brooks, Capay, Esparto, Madison, and Winters, Yolobus operates deviated fixed-route ADA paratransit service. |
| **Yolobus Special Premium Service**<br>Cost: $5.00 one way<br>Hours of Operation: 7:00am-6:00pm<br>Contact information: 530-666-2877 or 916-371-2877<br>Hearing/Speech Impaired: 530-757-5666 | Premium service is not required under ADA but Yolobus Special may provide subject to space and scheduling availability. Premium Services include transport into Sacramento beyond the ¾ of a mile from Yolobus fixed route service & must be used for medical related appointments and mobility-assist repair purposes only . Premium Services provides above and beyond the required services and are not bound by ADA regulations and may be provided at the discretion of Yolobus. Premium Services are not guaranteed and may be rescinded, particularly if such premium service prevents Yolobus from being able to meet ADA requirements. Return trips cannot be guaranteed on same day trips. |

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## Yolobus Special

****Eligibility requirements for "Complementary Paratransit Service"**

You may be eligible to use Complementary Paratransit Service if:

1. You have a qualifying disability under ADA, AND
2. You cannot ride a wheelchair-accessible Yolobus or Unitrans fixed-route bus due to a functional disability you have, AND
3. You travel within or between Woodland, Davis, West Sacramento, downtown Sacramento, or the Airport, AND
4. You travel during the days and hours described in this brochure, AND
5. If you have a wheelchair, it is no more than 32" X 48" and weighs less than 600 lbs occupied, AND
6. You do not require urgent medical care (this is not an ambulance service), AND
7. You have filed a registration form with one of the transit operators listed (contact Yolobus for the list. Eligibility will be determined on a case-by-case basis, and in some cases, on a trip-by-trip basis.

Residents of West Sacramento over the age of 62 are also eligible for this service.

**Application Process for Paratransit Service**

Step 1: Request an ADA Paratransit Application
Call 530-666-2877 or 1-800-371-2877 to request an application by mail. Yolobus representatives are available from 7:00am to 6:00pm, 7 days a week. You will be asked to provide some personal & mobility information. Yolobus will provide paratransit service to you for up to 21 days during the time period in which you are filling out your application.

Step 2: Complete the ADA Paratransit Application
Completely fill out every page of the application. A qualified Health Care Professional must complete the Professional Verification Form portion of the application. When complete, return the application to Yolobus. Once Yolobus receives your application, Yolobus is required to make a decision on your eligibility within 21 days. Yolobus will provide paratransit service to you during this 21 day eligibility determination. If Yolobus does not make a decision within 21 days, Yolobus will continue to provide paratransit service to you until a decision has been made.

Step 3: Determining your eligibility
Yolobus will send you written notification of your eligibility.

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Yolobus Special (continued)

**Eligibility will fall into one or more of these four categories:**

Category # 1: Due to a disability, you are unable to use Yolobus fixed-route and therefore need point-of-origin to point-of-destination paratransit service.

Category #2: Due to the fluctuation or sporadic occurrence of your disability, you sometimes have the ability to navigate the Yolobus fixed-route and therefore need paratransit service only for trips or parts of trips that you cannot complete by fixed route.

Category #3: Due to a disability, you are unable to travel to a boarding or disembarking location or wait in inclement weather for Yolobus fixed-route and therefore you need paratransit service only to and from a bus stop.

Category #4: You are determined ineligible for paratransit service. If you disagree with the category to which you are assigned, you have the right to appeal. Call Yolobus for more information.

**If you have been notified as "eligible", you may begin requesting reservations on Yolobus Special.**

**Making Reservations**

Reservations for Yolobus Special are taken daily from 7:00am to 6:00pm, including holidays. Ride requests may be made one to seven days in advance. Same-day rides will be accepted only if there is capacity on the bus.

When you call, the reservationists will "Negotiate your trip" by searching for available space up to one hour on either side of the pick-up time you request. If space exists, you will be offered a "ready time."

Once you have a "ready time," you will be given a 30-minute "pick-up window." You will need to be ready to go at the beginning of your "pick-up window." For example, if your ready time is 8:00am, your "pick-up window" is from 7:45am to 8:15am. Write down the "ready time" and the "pick-up window."

When you call, please have paper, pencil and the following information available: first and last name, the date of your requested trip, your preferred pick-up and return times, your origin and destination addresses and phone numbers (including building name and specific drop-off and pick-up information).

For a medical appointment, include the name of the doctor and the suite number, agency sponsoring the ride, if any, if you will be traveling with an attendant, companion (including children), or service animal, if you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment, and any other information the driver should know.

Contact Phone #: 1-916-371-2877 (BUSS)
Contact e-mail: custserv@yctd.org