



YavaLine Riders' Guide

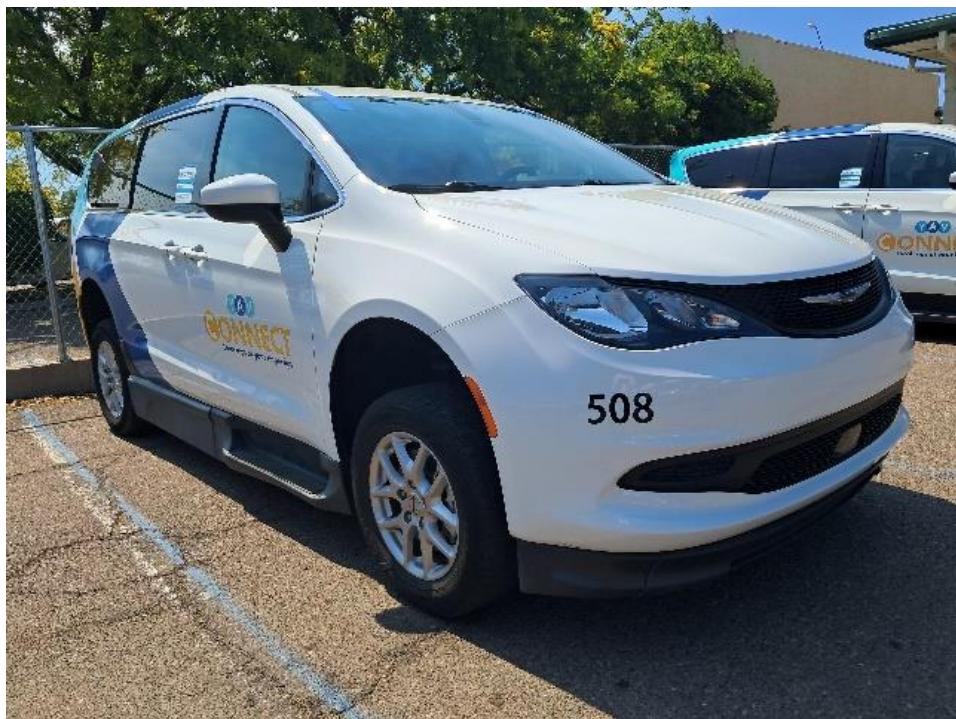
(866) 928-8726



Mission	4
Introduction	4
What is Microtransit?.....	4
Customer Rights	5
How to Contact Us.....	5
YAV Microtransit Zone.....	6
Hours of Microtransit Service	7
Fares	7
Children	7
Rider Notices.....	7
Scheduling a Trip.....	8
Where can I board the YAV?.....	8
How do I know when a driver will pick me up?.....	8
How long will the driver wait for me?	9
Can I change my pick-up location or destination?	9
Will I be able to rate my trip?	9
How will I recognize my YAV Ride?.....	9
What if I cancel or do not show for my ride?.....	9
How do I cancel or change a scheduled ride?.....	9
Will my No Show or Cancellation be refunded?.....	9
How far in advance can I book a trip?	9
What type of seats can I book?.....	10
What other modes of transportation can I connect to?	10
Who will be my driver?.....	10
What is The YAV's policy for car seats?.....	10
Can I book in another language besides English?.....	11
How do I pay for a ride?.....	11
What are the YAV service hours?	11
Holidays.....	11

CONTENTS

Have a complaint?	12
Driver Assistance	13
Emergency Procedures	14
Ride Time	14
Accessibility	14
Seatbelt Policy	14
Groceries and Shopping Bags	14
Lost and Found	15
Am I being recorded?	15
Bikes	15
Winter Weather	17
Service Cancellation	17
Travel Training	18
Rules of Conduct	19
Will this service expand to other areas?	20



DEFINITIONS

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act is a federal civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

FIXED-ROUTE TRANSIT

Fixed-route transit is public transportation that operates along designated routes with defined stop locations and schedules.

MICROTRANSIT

On-demand, shared public transit transportation that serves passengers using dynamically generated routes in response to individual or aggregate consumer demand, using smaller vehicles and capitalizing on widespread mobile GPS. Passengers may be expected to make their way to and from common pick-up or drop-off points.

CORNER-TO-CORNER/CURB-TO-CURB SERVICE

Transportation service that directs passengers to a nearby pickup point and drops them off at a point close to their destination.

DYNAMIC ROUTE

Vehicles are routed using a proprietary algorithm that determines the most efficient path to the requested pickup and drop-off locations, with the ability to optimize for multiple parameters (e.g., traffic, new passengers, construction).

FIRST-AND-LAST MILE

Providing connections to and from nearby transit hubs and trip origins and destinations.

PARATRANSIT

ADA complementary transportation service is intended for persons with disability and reduced mobility, who are unable to utilize conventional public transportation. These services are offered within 3/4 mile of fixed routes.

VIRTUAL BUS STOP

The optimal pickup or drop-off point is determined by an on-demand routing algorithm to both suit the user's journey and ensure everybody else in the shared vehicle is staying on a reasonable route and schedule. Commonly requires the rider to walk a short distance from their origin and/or to their exact destination.

NO SHOW

A No-Show occurs when a passenger does not present themselves for boarding the microtransit vehicle within one minute of the vehicle's arrival.

LATE CANCELLATION

A late cancellation occurs when a passenger cancels a trip within 30 minutes of the scheduled pickup time.

CANCELLATION AT THE DOOR

A Cancellation at the Door occurs when a passenger cancels a trip after the driver arrives. This includes canceling via phone, web, or the app.

Mission

Connect the community and improve quality of life.

Introduction

This Rider's Guide outlines the policies and procedures for using the YAV. The YAV provides microtransit services to residents of the City of Prescott and the Town of Prescott Valley. Microtransit typically offers shorter wait times in the service area compared to traditional fixed-route bus services. Although wait times can vary, the goal is to ensure that no more than 30 minutes pass between the time you make a reservation and the time you are picked up from your requested location within the service zone.

On-demand trips allow you to access services whenever you need them, available on weekdays from 6:00 am to 8:00 pm, based on availability, rather than planning your trip around a fixed bus route schedule.

Corner to Corner/Curb to Curb service offers transportation in a vehicle that makes short trips within the designated service area. This is a shared transportation service that guides passengers to nearby pickup points and drops them off close to their final destination.

Passengers will not be able to hail a YAV vehicle from the curb as they would with a taxi. Trips can be scheduled for same-day service or booked in advance. However, riders should be prepared to transfer to a bus to complete any trip that goes outside the microtransit zone.

This Rider's Guide is available in alternative formats upon request.

What is Microtransit?

- Same day rideshare service, offering trips within the City of Prescott and the Town of Prescott Valley defined service area.
- Allows passengers to request same-day trips, rather than days beforehand.
- Short local trips with smaller transit vehicles, such as large/small vans.
- Safe, reliable, and convenient option to connect to Yavapai Regional Transit (YRT) bus routes to Chino Valley
- Allows for Electronic Payment
- Provides the ability for users to manage personal information, electronic/in-vehicle payment methods, ride history, request rides, and provide feedback on the service.
- Provides real-time information related to vehicle location before and during the trip

Customer Rights

As a YAV passenger, you have a right to:

- Be picked up on time.
- Be transported safely.
- Be treated with courtesy and respect.
- Travel in a clean, well-maintained vehicle.
- Be heard and expect the YAV to investigate, address, and resolve concerns or complaints.
- Have calls answered promptly and courteously.
- Receive quality transportation services that are comparable to those offered on all YAV bus routes.

Privacy Policy & Terms of Use

Please refer to our website at yavconnect.org to access our Privacy Policy and Terms of use documents.

How to Contact Us

You may contact the YAV via phone, email, or U.S. mail.

Transportation Support Associates are available to answer your questions Monday through Friday from 6:00 a.m. to 8:00 p.m. Calls are responded to in the order in which they are received.

Phone: 1-866-YAV-TRAN (1-866-928-8726)

Arizona Relay Center: TDD, call 711.

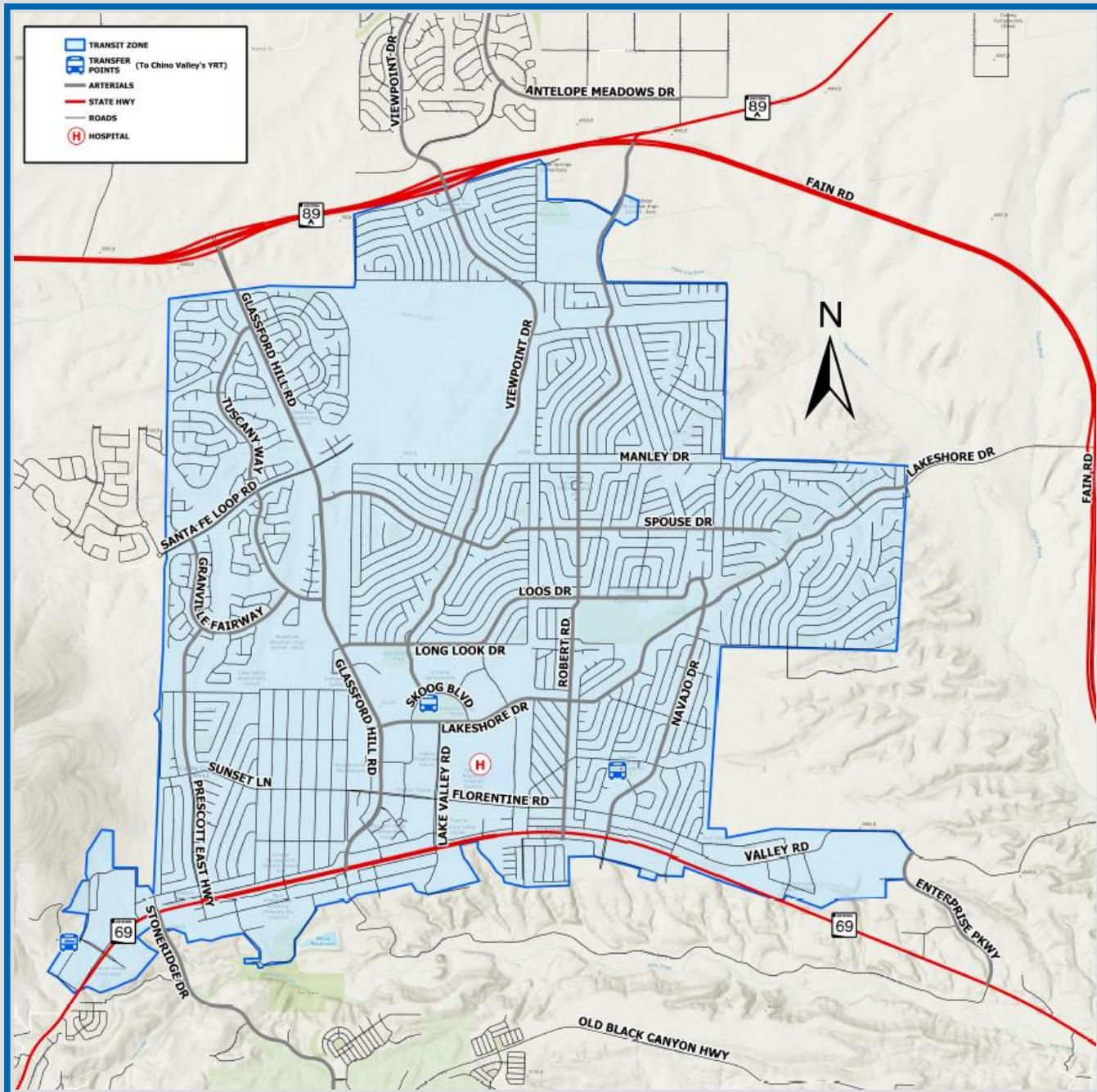
Email: transit@cympo.org

Address:

Yavapai Plan (YPLAN)
240 S. Montezuma Street, Suite # 202B
Prescott, AZ 86303

YAV Microtransit Zone

Please visit our mobile app or call **1-866-928-8726** for information on whether or not your area is eligible for the YAV microtransit service.



Hours of Microtransit Service

Monday - Friday from 6:00 am until 8:00 pm in the City of Prescott and Town of Prescott Valley.

Fares

- Full Fare (Ages 18-59): **\$2.00**
- Reduced Fare (Ages 6-17, 60+): **\$1.00**
- Children 5 and under ride **free** (accompanied by a rider 16 years+)
- Veterans and People with Disabilities: \$1.00

The exact fare amount is required; YAV staff will not provide change.

Children

Children aged 12 and under must be accompanied by an adult.

Rider Notices

In-vehicle rider notices keep the public informed about general information, policy updates, and changes in service. Please note that service operations may change daily. **Rider notices can also be sent via email if you choose to opt in to receive communications from us.** Below is an example of one of the many rider notices displayed inside the vehicles.

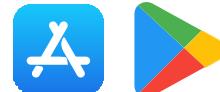


Scheduling a Trip

Microtransit rides can be scheduled for same-day reservations.

Book your trip from the mobile app!

Download the YAV Connect app from the [Google Play Store](#) or [the App Store](#)



Call to Book:

The mobile app is not required for you to utilize the transit system. During regular business hours, Monday through Friday, 6:00 am–8:00 pm, call 1-866-YAV-TRAN (1-866-928-8726) to speak with YAV Staff.

You must have the following information on hand before you call:

- Your name.
- A telephone number where you may be reached.
- An email address.
- Your preferred pickup time.
- Your pickup address.
- Your destination address.
- Whether you use a mobility device (wheelchair or scooter).
- If you are traveling by bicycle.
- If you are traveling with companions.

Where can I board the YAV?

Pickup and drop-off are available anywhere within the microtransit zone and/or at designated locations. Please see the YAV mobile app for specific information.

How do I know when a driver will pick me up?

When you book a ride, you will receive an Estimated Time of Arrival (ETA) for on-demand riders or a 10-minute window for your pickup. We recommend arriving at your pickup point 5 minutes before your designated pickup time. As your ride approaches, we will provide you with an updated ETA. You will also receive a notification when your vehicle arrives. Updates will be sent via SMS and/or the YAV mobile app. Additionally, you can use the mobile app to track your vehicle's location in real-time as it approaches your pickup location.

How long will the driver wait for me?

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to your fellow passengers, the driver will wait for a maximum of **three (3) minutes**. To stay on schedule, the vehicle will depart if you do not arrive within this three-minute waiting period.

Can I change my pick-up location or destination?

You cannot alter your existing ride booking. However, you can cancel your ride and book a new one that fits your pick-up location or destination. Changing the destination of your ride while on board the vehicle is not allowed.

Will I be able to rate my trip?

At the end of the trip, mobile app users will be invited to rate their ride and provide feedback about the YAV.

How will I recognize my YAV Ride?

The YAV vehicles feature unique colors and graphics. Additionally, the mobile app and/or SMS notifications will inform you of the vehicle number you should expect as your ride gets closer.

What if I cancel or do not show for my ride?

When you book a ride with YAV, you are making a commitment to both the system and the driver, as a schedule is created to accommodate your trip. If, for any reason, you are unable to take the ride, we recommend that you cancel as soon as possible. Please note that after five (5) No-Shows and/or Late Cancellations (in any combination), the Rider will be suspended from using the service for a period of 30 calendar days. After 30 days of responsible riding, one (1) No-Show/Late Cancellation "strike" will be removed from the Rider's history.

How do I cancel or change a scheduled ride?

A trip can be cancelled with the YAV mobile app or by calling 1-866-928-8726. If you have pre-paid for your ride with a credit card, a credit will be applied to your account.

Will my No-Show or Cancellation be refunded?

No refunds will be issued for no-shows or cancellations made after the 30-minute cancellation window.

How far in advance can I book a trip?

HOW TO RIDE MICROTRANSIT (CONT.)

Rides can be booked up to two (2) weeks in advance.

What type of seats can I book?

If you are a passenger traveling with a bike, you can reserve a seat that includes a bike option. When available, bike racks can accommodate up to two bikes. If you need wheelchair accessibility, you can book a wheelchair-accessible vehicle (WAV). Additionally, you have the option to include an extra companion traveling with you.

All passengers in a single booking must travel together and be picked up and dropped off at the same locations.

What other modes of transportation can I connect to?

- **Yavapai Regional Transit (YRT):**

Chino Valley's YRT Deviated Fixed

Route @ the Prescott Valley Library, DES, and Hobby Lobby bus stops. Please visit their website for schedules, route maps, and to plan your trip yavapairegionaltransit.com or call (928) 636-3602 for more information.



- **AZRide Info:**

AZRide Info is a statewide transportation resource finder. If the YAV service is unable to assist you with your transportation needs, you can find an alternative resource here. Information is only available on their website, azrideinfo.com.

Who will be my driver?

All YAV drivers are employees of the VIA Transit. As with all YAV services, each driver undergoes a thorough screening process before being hired. They also receive training in passenger safety, defensive driving, ADA sensitivity, and are certified in CPR and First Aid.

What is the YAV's policy for car seats?

In compliance with Arizona Revised Statute 28-907 (B), "The operator of a motor vehicle that is designed for carrying ten or fewer passengers, that is manufactured for the model year 1972 and thereafter and that is required to be equipped with an integrated lap and shoulder belt or a lap belt according to the federal motor vehicle safety standards prescribed in 49 Code of Federal Regulations section 571.208 shall require each passenger who is at least five years of age, who is under eight years of age and who is not more than four feet nine inches tall to be restrained in a child restraint system."

HOW TO RIDE MICROTRANSIT (CONT.)

When booking your ride through the mobile app or Call Center, please ensure that all additional passengers and their mobility devices are included in your reservation. This also applies to child safety seats. The YAV provides one complimentary child safety seat per vehicle. If you need more than one, you will have to provide your own. All safety seats must be properly secured by the accompanying guardian in accordance with Arizona state laws and the manufacturer's guidelines. Please note that while drivers can provide information about this policy, they are unable to assist caregivers with the installation of safety seats.

Can I book in another language besides English?

The YAV app and web booking site are available in multiple languages. Patrons can call 1-866-928-8726 to book in English. Spanish language speakers may contact 928-442-5739 for assistance.

How do I pay for a ride?

You can add a credit card to your YAV mobile account and pay when you book a ride. Alternatively, you can select CASH and pay with exact change when you board the vehicle.

What are the YAV service hours?

Monday – Friday 6:00 am until 8:00 pm

Rides cannot be booked past 7:45pm (arrive or depart).

Holidays

The YavaLine does not operate on the six (6) holidays listed below, yet may change from time to time. Please be aware of Rider Notices inside the YAV vehicles for potential changes in operation.

- **New Year's Day**
- **Memorial Day**
- **Independence Day**

- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day**

Have a complaint?

If you would like to file a complaint with the YAV, please use our electronic YavaLine Feedback Form, which can be found on our website at: <https://city.ridewithvia.com/yav-connect>. Alternatively, you can call us at 1-866-YAV-TRAN (1-866-928-8726). YAV staff and the YPlan's Transit Operations Manager will collaborate to address and resolve each complaint received.

Any person who believes that he or she has been subjected to discrimination under Title VI or other civil rights statutes may file a complaint with the YAV. Complaints must be filed within 180 days of the alleged discriminatory act. Please call the YAV or submit your complaint in writing to the Civil Rights Division:

YavaLine Regional Transit System – YPLAN's Transit Division/Civil Rights Division
ATTN: Transit Manager
240 S. Montezuma Street, Suite # 202B
Prescott, AZ 86303
Ph: 928-442-5739
Email: transit@cympo.gov

Complaints may also be filed directly with the Federal Transit Administration at www.fta.gov; the Arizona Department of Transportation Civil Rights office at azdot.gov/business/civil-rights; or the Equal Employment Opportunity Commission at www.eeoc.gov. Please review information on the respective agency website for details on filing Title VI complaints.

For additional information regarding YAV's Title VI and anti-discrimination obligations, or if you need information in languages other than English or different formats, please contact the YPLAN's Transit Division:

Phone: 928-442-5739
TTY: 928-442-5730
Email: transit@cympo.gov

Driver Assistance

The YAV drivers will provide the following assistance to customers:

- Ask customers for their name and, if necessary, collect the full fare for the trip.
- Ask the customer, "How may I assist you?"
- Offer the usage of a posey belt, which fits around the passenger and mobility device, to customers using a wheelchair or scooter.
- Guide customers who are blind or have low vision (per the customer's approval/request).
- Operate vehicle ramp if required and ensure proper securement of wheelchairs/scooters.

It is essential to understand that the driver is not a personal care attendant and cannot assist with personal requests beyond what is outlined in this guide. Customers are responsible for arranging any additional assistance.

Additionally, the YAV drivers are strictly prohibited from:

- Entering or unlocking a customer's private residence at any time.
- Assisting a customer using a wheelchair up or down steps or curbs.
- Waiting with/for customers at their destination.
- Handling a service animal.
- Operating the controls of an electronically operated mobility device.
- Making personal, unscheduled stops at the request of the customer.



Emergency Procedures

In the event of an accident or emergency, please remain calm and follow the driver's instructions.

A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver.

Ride Time

The YAV offers a shared-ride microtransit service. This means that other passengers with different destinations may be picked up or dropped off along your route. As a result, your trip may take longer than if you were to use a taxi or drive yourself.

Since YAV services do not operate along a direct route between a rider's pick-up and drop-off locations, we advise riders to carry any necessary medications with them in case their trips are delayed.

Accessibility

- The YAV provides vehicles equipped with ramps or lifts. Customers cannot request specific vehicle types. Accessible vehicles are used to transport both ambulatory customers and those who use wheelchairs or scooters, requiring a ramp or lift to board.
- The YAV vehicle ramps are 32 inches wide and can support a maximum load of 1,000 lbs. Mobility aids exceeding these specifications may not be transportable, and riders will need to seek alternative transportation.

Seatbelt Policy

For your safety and the safety of your fellow passengers, the YAV Seatbelt Policy encourages all passengers to always wear both the lap belt and the shoulder belt while riding, in accordance with applicable local, state, and federal laws. These belts are designed to protect you and others, helping to prevent injuries. If you need assistance with your seatbelt, please ask the driver for help.

Groceries and Shopping Bags

1. You are allowed to carry a maximum of four (4) shopping bags on and off the vehicle in one trip by yourself. Please note that drivers will not assist with carrying items on or off the van.
2. If you are carrying items on or off the van, please request the use of the

ramp or lift if necessary.

3. All bags must be completely out of the aisle and secured by the passenger. If this is not feasible, the driver may refuse to transport you.
4. If the vehicle is full, you must keep your bags in your own seating area.
5. Under no circumstances will bags be stored in a way that blocks access to the service doors.
6. The bags may be stored in the wheelchair securement area if they are secured by you. If the wheelchair securement area is needed for a passenger who uses a wheelchair as a mobility device, you must move the bags to another area.
7. If you use a wheelchair as a mobility device, you are limited to the number of bags and other items that can safely be attached to the wheelchair. The number and location of the items must not interfere with the process of safely securing the wheelchair using a four-point tie-down.
8. If the bags cannot be accommodated under these guidelines due to the number of bags blocking or narrowing the aisle, the driver may deny you a ride.

Lost and Found

The YAV is not responsible for lost or stolen items. If you believe that you have lost something on the YAV, call 1-866-YAV-TRAN (1-866-928-8726) for assistance.

Am I being recorded?

All YAV vehicles are equipped with cameras, attached to various locations of the vehicle. The cameras record high-quality video and audio footage during your trip. They are used to analyze vehicle movements and evaluate the driver's performance relative to customer interaction and road events. It also allows YAV staff to provide drivers with training, as well as incident documentation which assists in resolving customer disputes and offers proof of service delivery.

Bikes

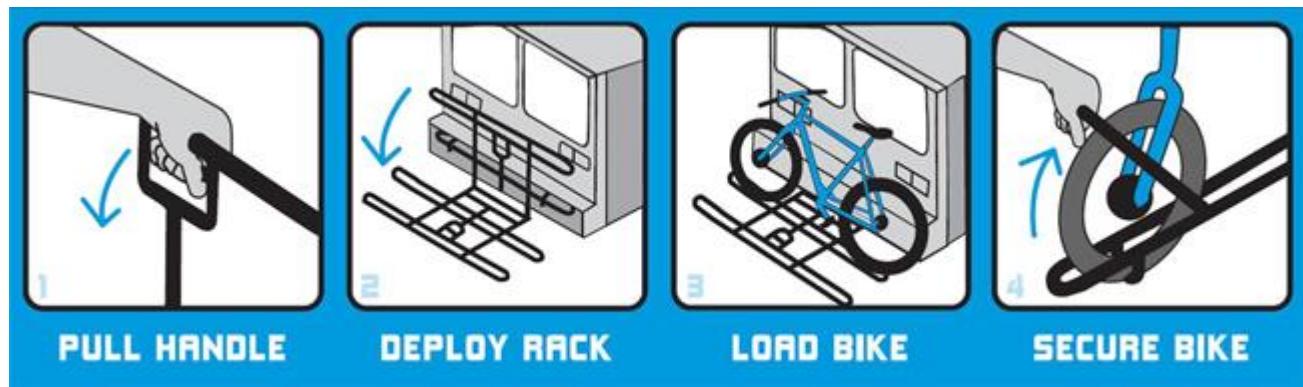
All YAV vehicles are equipped with bike racks to accommodate two (2) bikes on a first-come, first-served basis. Riders assume all liability when loading, securing, unloading, theft, or damage of their bike. Tips for a successful bike and ride:

- Passengers are responsible for loading and unloading their own bikes, and refolding the bike rack if they are removing the last bike.
- Bikes ride free when accompanied by a fare-paying passenger.

THE YAV VEHICLES (CONT.)

- Remove bulky items from your bike before boarding the vehicle.
- Install your bike on the open rack closest to the vehicle.
- When exiting the vehicle, inform the driver that you're removing the bike.

Instructions to utilize the YAV vehicles' bike racks:



Winter Weather

In the event of an accumulation of snow or ice, the YAV will follow the procedures listed below:

- If weather conditions and/or snow or ice accumulations do not allow the vehicle's ramp/lift to be safely deployed, the driver will not attempt a pickup. You will be contacted and notified of your ride cancellation.
- If the ramp/lift can be safely deployed, but the sidewalk or driveway to or from the vehicle is not sufficiently clear of snow or ice to enable you to proceed to and from the vehicle safely, you will be contacted and notified of your ride cancellation.
- If the pathway at your pickup location is impassable, you are encouraged to notify the YAV before the scheduled pickup time. Your ride will be canceled and rescheduled for a time after the snow/ice has been cleared from the pathway.

CANCELLATION OF SERVICE

Service Cancellation

The YAV reserves the right to modify, suspend, or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On days when bad weather is predicted, check YAV Connect in-app notifications or call 1-866-YAV-TRAN for cancellation announcements.

Riders are encouraged to sign up for YAV email notifications via the mobile app to stay informed about conditions that could affect operations.

You may also call 1-866-YAV-TRAN (1-866-928-8726) for a recorded announcement about the status of the YAV service.

If you are traveling during times of inclement weather, be sure to be prepared for longer ride times.

Travel Training

Have you ever wanted to be more independent? Have you ever wanted to use public transportation? With Travel Training, you can do both! Travel trainers are available to assist potential riders with downloading mobile apps to their smartphones and assist with setting up their YAV accounts. Travel trainers will accompany customers on their first trip to help them become familiar with and comfortable using the YAV vehicles.

Travel training is available to anyone who requests it, with no age requirements. Exactly how and where Travel Training is conducted will depend on the needs of the customer.

Main Phone Number: (928) 776-9332

To set up an appointment, visit: cytfoundation.org/travel-training



Rules of Conduct

The YAV has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that all riders and any companions traveling with riders observe the following Rules of Conduct:

- Be ready for pick-up throughout the pick-up window of the scheduled trip and board the vehicle promptly.
- Pay fare through the mobile app or have exact fare when boarding the vehicle.
- Cancel reservations in a timely manner.
- Remain seated once on board.
- Always wear required vehicle restraints during transport.
- Depart the vehicle upon request of an authorized YAV representative, including the bus driver.
- Do not eat or drink in a YAV vehicle except for health reasons.
- Do not smoke pipes, cigarettes, e-cigarettes (including vape pens), cigars or any other objects in a YAV vehicle.
- Head, arms, and other body parts must be kept inside the vehicle.
- Keep personal assistance devices in good condition and be able to operate them without driver assistance.
- Service animals must be kept under control.
- No petting of guide dogs or other service animals without the permission of the owner.
- Comfort animals may travel with a pet carrier.
- No operating or tampering with any vehicle equipment.
- No abusive, threatening, or obscene language or actions are permitted.
- Any threatening behavior toward other riders and/or the driver shall not be allowed to ride.
- No playing of music, electronics, or other noisy equipment while on board without headphones.
- No riding with open containers of alcohol or with illegal drugs.
- Shirts and shoes or another footwear are required.
- Federal regulations prohibit the transportation of flammable or

RIDER COURTESY & RULES OF CONDUCT (CONT.)

explosive materials on transit vehicles.

- Littering is prohibited.
- Adults must control children traveling with them.
- Treat YAV staff and other riders with respect.

Riders and guests traveling with riders who violate rules of courtesy and conduct will be subject to penalties, up to and including suspension of service.

Riders and guests traveling with riders who engage in verbal or physical abuse or cause physical injury to another rider or driver, or who engage in illegal activities, will be subject to immediate and permanent suspension from receiving microtransit service. They may also be subject to possible criminal prosecution, which may include fines.

PHASED TRANSIT PLAN

Will this service expand to other areas?

The Yavapai Planning (YPLAN) [Phased Transit Plan](#) outlines the various stages of transit service with a Microtransit Zone in Prescott Valley (Phase 1), a Microtransit Zone in Prescott (Phase 2), an expansion of the Prescott Microtransit Zone (Phase 3), and finally connecting the two municipalities (Phase 4). It is anticipated that the public transit service will follow this plan as each involved municipality approves each of their respective phases. YPLAN's Phased Transit Plan was completed in October 2020.





Thank you for Riding
YavaLine

