

# YOUTH RIDE FREE 2016

## Summer Camp Group Policy



### OVERVIEW

The goal of annual Youth Ride Free program is to give youth 18 years old and under a positive exposure to transit services. The Group Policy creates communication between operators and youth programs to allow buses to successfully accommodate all riders' needs. The Group Policy provides solutions to:

- Long boarding times (causing delayed trips and difficulty to meet important transfer points)
- Overcrowding and standees onboard the buses
- Lack of seating for all riders and occasional inability to accommodate all riders
- Additional noise and crowding, leading to some customer complaints

The Group Policy addresses these issues by specifying group sizes and educating participants in behavior etiquette.

### GROUP SIZE

A "group" is defined as **ten or more** passengers traveling together from one origin to one destination. Please note that attempts to get around group sizes by boarding at 2 different stops will not be accepted. RTA routes (RTA & Paso Express) will accept up to **15 free passengers** (including 2 chaperones). SLO Transit, Morro Bay Transit, and South County Transit (SCT) will accept up to **10 free passengers** (including 2 chaperones). If numbers exceed size limits please inform the transit provider using the below contact information.

PROVIDER:	SCT	RTA/Paso	SLO	MB
Dates	June 15 <sup>th</sup> – August 16 <sup>th</sup>		June 1 <sup>st</sup> - August 31 <sup>st</sup>	
Size Limit	No more than 25	20		10
Free group (first riders free)	10	15	10	10
Fare	Varies by distance		\$20 for 16-ride card	N/A
Chaperones	Pay when more than 2.			

### ADVANCE NOTICE

To ease communication and manage passenger loads, we ask that groups give advance notice in these possible ways:

- Summer Camps provide transportation plans to transit agencies by **4/22/16** in writing using the Group Trip Form. Plans must include origin, destination, travel times, transit operator(s) to be used and estimated of number of individuals traveling in the group. Group leaders should also notify the transit agency if they plan to make changes to their calendar after such date by submitting a revised Group Trip Form.
- Call the operator you would like to use **1 hour** prior to boarding the bus.

#### CONTACT INFORMATION FOR ALL OPERATORS:

- **RTA/Paso Express:** 541-2228
- **South County Transit:** 481-7801 or 458-5716
- **SLO Transit:** 541-2877
- **Morro Bay Transit:** 772-2744 *between 8-10 AM*

### TRAINING

Rideshare and all transit providers ask groups planning to use the Youth Ride Free program to attend two (2) travel/trip planning trainings – one for their staff and another for youth participants to ensure successful participation in the program. Training will cover key actions: *Bus etiquette* such as letting seniors/persons with disabilities have a seat off the passageway and at the front of the bus, how to signal a bus when waiting at a stop, how/when to notify the driver of the plan to get off the bus, how to use fare media, boarding and exiting and how/when to ask the driver destination questions, etc.

Contact Rideshare with questions and travel plans at [info@rideshare.org](mailto:info@rideshare.org) or dial 511.