YATS at a Glance

Fares	
Cash	$2.50 per ride
Punch Pass (11 rides for price of 10)	$25.00

Travel Times	
Monday to Friday	6:40am to 7:10pm
Saturday	8:00am to 7:00pm
Sundays & Holidays	No Service

YATS Reservation Line

(867) 873-8901
Monday to Saturday: 8:00am to 3:00pm
Voicemail checked regularly

City of Yellowknife

(867) 920-5653

Monday to Friday: 8:00am to 4:30pm

Yellowknife Transit Website

www.yellowknife.ca

Under: Residents
Bus Schedules

Y.A.T.S.
YELLOWKNIFE ACCESSIBLE TRANSIT SYSTEM

a part of

YELLOWKNIFE TRANSIT
No fuss when you ride the bus

City of Yellowknife

Yellowknife
DIAMOND CAPITAL of NORTH AMERICA™

Y.A.T.S.
YELLOWKNIFE ACCESSIBLE TRANSIT SYSTEM

Rider's Guide

City of Yellowknife

Effective: January 5, 2009

Revised February 2010

Welcome to Yellowknife's Accessible Transit System (YATS)

YATS is a component of Yellowknife Transit that provides accessible door-to-accessible door service for persons who are unable to board, ride or disembark the fixed route transit system with safety and dignity due to a temporary or permanent physical or functional disability.

This quick reference guide contains a brief overview of information you will need when using YATS.

For more detailed information, please read the YATS Service Guidelines available at:

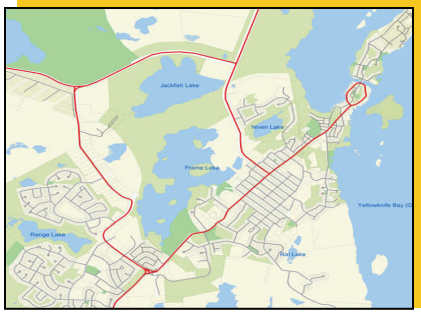
- Council of Persons with Disabilities
- City Hall
- www.yellowknife.ca

YATS Trip Types

Reserved Trip
A guaranteed trip made by calling the YATS scheduling line by 3pm the day before travel.

Subscription Trip
A guaranteed trip that occurs on a regular basis. Only one call is needed to create a subscription reservation. These trips can only be changed once every 3 months.

Demand Trip
A trip requested on the day of travel. These trips are not guaranteed and will be accommodated according to the driver's schedule.



Tips for Using YATS

- Be on time. The YATS vehicle may arrive 15 minutes before or after your designated pick up time. Please be ready at the door at the start of your pick-up window.
- Have a clear path from your door to the curb. This includes removal of any obstacles such as snow and debris.
- One drop-off per ride request. The YATS drivers cannot wait while a user conducts business at a drop off. A separate return trip is required.
- Cancel trips as soon as possible. Trips must be cancelled by 3pm on the day before travel. Trips cancelled after 3pm will be considered late cancellations. Trips cancelled at the door will be considered no-shows. YATS records all late cancellations and no-shows and may impose sanctions for consistent cancellations.

Did you know…

In 2009 YATS provided close to 6,000 trips for registered YATS users.

Rider Information

All YATS riders are required to inform YATS of any changes to their information. This includes phone number, address and changes in abilities. Please call 920-5653 with any information updates.

Attendants and Guests

If your application shows you require an attendant to travel with you, you will only be allowed to travel on YATS with an attendant present.

YATS riders are allowed to have one guest travel with them. Guests must pay the regular YATS fare.

Fares

Each trip on YATS is $2.50. Punch Passes are available for purchase at City Hall, Ruth Inch Memorial Pool and the Multiplex for $25.00, which gives 11 rides for the price of 10. As YATS is not a guaranteed service, monthly passes are not available.

Concessionary Transit Passes

All registered YATS users are encouraged to use regular transit services whenever possible. Registered YATS users ride regular transit for free by showing the driver their Concessionary Bus Pass. This pass is issued to YATS registrants with their approval letter. Passes are non-transferable and drivers may ask for ID from anyone using a YATS Concessionary Pass.