

Welcome to YATS (Yellowknife's Accessible Transit System)

What is 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.

How to use YATS

1. Fill out an application form (including the portion to be filled out by a medical professional) and send it to the NWT Disabilities Council by Mail, Fax, or drop it off at City Hall.
2. Once you have received your approval letter, you may begin booking rides on YATS.
3. To book a ride, have all the information for your trip ready, including pick-up time and location, then call the YATS Reservation Line. You may need to leave a message on the voicemail.
4. On the day of your ride,
 - be ready 15 minutes before your scheduled pick-up time
 - have a clear path from your door to the curb
 - have your fare ready
 - if you require an Attendant, make sure they are waiting for the ride with you

Note: YATS drivers will not allow you to ride if:

1. you do not have the fare
2. you require an Attendant and do not have one

Attendants and Guests

Attendants

- An **Attendant** is someone who sees to the personal needs of a YATS user throughout a trip. They are not required to pay the fare.
- Attendants cannot be registered YATS users.

Guests

- YATS users may travel with immediate family members, or one other person, when riding YATS. They are required to pay the fare.
- YATS staff must be informed of guests when the trip is booked.

Registered User Information

In order to ensure the information on file with YATS is up-to-date, all YATS users are required to provide any changes to their information to the YATS Manager. This includes:

- Phone Number
- Mailing Address
- Pick-Up Address
- Change in Abilities



CITY OF YELLOWKNIFE

City of Yellowknife

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Rider's Guide

**Effective
January 1, 2019**

General YATS Information

YATS Trip Types

Reserved Trip

- A trip made by calling the YATS scheduling line by 3:00 p.m. the day before travel.
- Once made, these trips are guaranteed.

Subscription Trip

- A trip that occurs on a regular basis (e.g. Mondays at 11:00 a.m.).
- Only one call is needed to create a subscription trip.
- Once made, subscription trips are guaranteed and will continue until a change is requested.
- Changes can only be made once every 3 months.

Demand Trip

- A trip requested on the day of travel.
- Demand trips may not be accommodated.

Note: All trips are accommodated based on driver schedules.

Mobility Aids and Service Animals

Please inform YATS of any mobility aids or service animals when booking a trip.

Due to limitations on the capacity of lift devices, the combined weight of passenger and mobility aid cannot exceed 275 kilograms (600 pounds).

Changing or Cancelling a Trip

If you need to change or cancel your ride, call the YATS Reservation Line as soon as possible. Cancellations must be done before 3:00 p.m. the day before your scheduled trip.

Late Cancellations

Trips cancelled after 3:00 p.m. the day before travel, and up to 2 hours before the scheduled trip, are classified as **Late Cancellations**. If you have 6 or more Late Cancellations in one calendar month, you will be sent a warning letter.

No-Shows

Trips cancelled within 2 hours of the scheduled time or at the door are classified as **No-Shows**. If you have 3 or more No-Shows in one calendar month, you will be sent a warning letter.

Note: If your plans change at the last minute due to circumstances beyond your control (e.g. illness or cancellation of an appointment), please contact the YATS Reservation Line and the YATS Manager so that the cancellation may not count against you.

Travel Times

Monday to Saturday 6:40 a.m. to 7:10 p.m.
Sundays & Holiday.....No Service

Did you know...

*In 2018, YATS provided over **6,800** trips for registered YATS users.*

Concessionary Bus Pass Information

What is a Concessionary Bus Pass?

- It is a bus pass that lets you ride regular transit for free.

How do I get one?

- When you are approved for YATS, you will receive one in the mail with your approval letter.

What if I lose my pass?

- Call the YATS Manager to arrange for a replacement pass.

Who can use it?

- Only the person registered with YATS whose name is on the back of the pass can use it. It is non-transferrable.

Fares

Trips on YATS

Cash \$2.00/ride
Punch Pass*
(11 rides for the price of 10) \$20.00
Monthly Pass*\$50.00

Trips on Regular Transit

With Concessionary Bus Pass Free

**Passes are available for purchase at City Hall, Ruth Inch Memorial Pool, and the Fieldhouse.*

Phone Numbers

YATS Reservation Line (867) 873-8901
8:00am to 3:00pm Monday to Saturday

YATS Questions (867) 920-5600
8:30am to 5:00pm Monday to Friday (Winter)
8:00am to 4:30pm Monday to Friday (Summer)