

THE CITY OF TRACY TRACER PLUS ON-DEMAND BUS SERVICE

TRACER Plus provides curb-to-curb*, shared ride service for the general public, within the City limits. TRACER Plus vehicles are safe and accessible (can transport wheelchairs). Drivers are professionally trained and ready to help.

***Curb-to-Curb Service**, means a service that picks up and delivers passengers at the street curb or roadside of the origin to street curb of the destination, as distinguished from door-to-door service (TRACER Paratransit Service). Drivers must remain with sight of their vehicles at all times and are not allowed to enter a private residence or facility. TRACER Plus does not provide emergency medical transportation. In the event of an emergency, call 911.

TRIP RESERVATION BY CALLING

CALL (209) 831-4BUS TO SCHEDULE A TRIP

The reservationist will tell you if service is available during the days and hours you want to travel, and can assist you with planning your trip. TRACER Plus is a shared-ride service. Riders are grouped by pick up/destination points, and the vehicle routed to meet all rider's needs. You will be picked up within 20 minutes from the Ready Time negotiated (up to 10 minutes prior or 10 minutes after) **Example:** Your trip scheduled time is 8:00AM, your bus could arrive within 7:50AM to 8:10AM. You must board the bus **within five minutes of bus arrival** at your pick-up location.

If you aren't ready, the driver must leave without you to meet other rider's trip reservation, and your trip status will be recorded as a "no show."

CANCELLING A RESERVATION

To cancel a reservation, call (209) 831-4BUS (4287) or use the TransLoc App.

- Riders should call as soon as they know of a reservation cancellation.
- Riders must call at least one (1) hour before the scheduled trip to make a change or cancellation.
- Cancellations less than an hour will be considered a "No Show". The TRACER "No Show Policy" explains in detail the policy and procedure for "No Show".
- Changes to reservation will be accommodated on a space available basis.

TRACER FIXED ROUTE SERVICE

Monday - Saturday, No service on Sundays and Holidays

The City of Tracy offers the Tracy Community TRACER Public Transit System's Fixed Route Bus service. The FIXED ROUTE service is fun, simple to use, and meets the travel needs of many residents. It is also less costly than traveling by car or taxi. All TRACER buses are ADA accessible. For the adventure-seeking health-conscious community resident, you can cycle your way throughout the City, and then hop on the bus.

Bike racks are available on each bus.

TRACER PARATRANSIT SERVICE

Monday - Saturday, No service on Sundays and Holidays

TRACER Paratransit provides door-to-door, shared-ride service for eligible individuals with certified disability, within the City limits. The goal of TRACER Paratransit is to provide timely, safe, personalized, and convenient transportation that meets the requirements of the Americans with Disabilities Act (ADA) of 1990.

To apply for Paratransit Service, please call ACCESS San Joaquin at (209) 242-9965.

**FOR MORE INFORMATION:
(209) 831-4BUS(4287) or
WWW.RIDETRACER.COM**

Effective August 1, 2023



ON-DEMAND BUS SERVICE

**Creating Community in Tracy
by Connecting People to Places**



**INFORMATION: (209) 831-4BUS (4287)
WWW.RIDETRACER.COM**

HOURS OF OPERATION

WHEN CAN I TAKE A TRIP?

SERVICE HOURS:

Mon–Thur.....	4:00AM to 7:00AM & 6:30PM to 10:00PM
Friday	4:00AM to 7:00AM & 6:30PM to 11:00PM
Saturday.....	6:00AM to 9:00AM & 6:30PM to 11:00PM
Sunday.....	8:00AM to 10:00PM

WHEN CAN I CALL FOR A TRIP?

Last trip should be scheduled 5 minutes prior to the service end time. **Example:** Service ending at 10 PM, the latest trip reservation can be scheduled at 9:55PM.

RESERVATION HOURS: 48 hours in advance

Mon–Thur.....	4:00AM to 10:00PM
Friday	4:00AM to 11:00PM
Saturday.....	6:00AM to 11:00PM
Sunday	8:00AM to 10:00PM

Tracer Plus does not operate on the following holidays:
**New Year's Day, Memorial Day, Independence Day,
Labor Day, Thanksgiving Day and Christmas Day.**

When calling to make a reservation, be prepared to tell: The rider's name, pick-up location, drop-off location, telephone number.

- The time the rider would like to arrive at the destination.
- For appointments please schedule pick-up an hour in advance, the time of return pick up or appointment.
- If a personal care attendant, guest or companions will accompany the rider.
- Information about any mobility device the rider will be using, such as a wheelchair or walker.

Please remember that the driver cannot schedule appointments. It is the rider's responsibility to schedule all rides.

FARES

TRACER Plus accepts exact cash fares only.

NEW FARE: ONE-WAY TRIP

REGULAR: \$4 (Up To 3 Passengers)

ADA/SENIORS/VETERANS: \$2 (Up To 2 Passengers)

To receive discounted rate, please show verification when boarding.

SCHEDULING YOUR TRIP

YOU CAN SCHEDULE YOUR TRIP 48 HOURS IN ADVANCE.

TRACER Plus is not an unlimited resource. Rides are reserved on a first come, first served basis. The further in advance a trip is requested, the easier it is for the dispatcher to accommodate your reservation.

Age Limit: all ages can ride; you have to be 18 to schedule and 13 to ride unaccompanied.

Schedule trips by calling TRACER at (209) 831-4BUS (4287), OR Schedule your trip using the TransLoc App.

**SCAN THE QR CODE BELOW TO DOWNLOAD THE
TRANSLOC APP FROM THE GOOGLE PLAY STORE.**



TRACER PLUS RIDING GUIDELINES AND POLICIES

BUS CODE OF CONDUCT – TRACER buses and facilities are for everyone. However, some activities that disrupt the safety, order, or rights of other passengers will not be tolerated.

Failure to follow these policies may result in ejection from a bus or transit facility by City of Tracy Police Department or TRACER employee.

KEEP YOUR COOL – Don't threaten or intimidate riders or bus drivers. It's unlawful to threaten the safety of a rider or driver, or interfere with the movement of a bus.

PAY YOUR FARE SHARE – It is against law to evade payment of bus fare or misuse transfers, passes, or tickets to avoid fare payment. Doing so is punishable by a fine of up to \$250 (California Penal Code Section 640).

DO NOT DISTURB – Everyone deserves a comfortable ride. Excessive noise is not allowed. Use headphones if listening to music.

TRAVELING WITH YOUR CHILDREN – Children must be always seated next to you. Strollers and non-mobility devices must be folded before boarding and stowed away from the aisles.

MAKE WAY – Don't block the aisles or doors. If you have a bag or basket, make sure it's not blocking the aisle or doorway. Strollers, shopping carts, electric scooters and non-mobility devices must be folded before boarding and stowed safely away from the aisles. If you're standing, move back so others can board.

SORRY, NO PETS – Transporting animals is prohibited except for certified service, guide, or signal dogs and other service dogs trained to assist passengers with disabilities.

NO SMOKING/CONSUMING ALCOHOL; EATING OR DRINKING; AND LOUD DISTURBANCES ABOARD – Smoking or consuming alcohol is prohibited on buses, at bus stops, and at the Transit Station. California Penal Code Section 640 prohibits smoking, eating or drinking, and loud disturbances aboard a bus. Additionally, spilled food and drinks pose serious safety hazards. Eating and drinking is not allowed on the bus, but you can bring food and drinks on board in closed containers.

END OF THE LINE – Prior to disembarking, gather your personal belongings and dispose of trash properly.

TRACER Plus reserves the right to refuse service if rider responsibilities are not followed.

UNACCEPTABLE CARGO – It is against the law to carry any explosives, acid, flammable liquid, toxic or hazardous materials, such as fireworks, car batteries or gasoline.

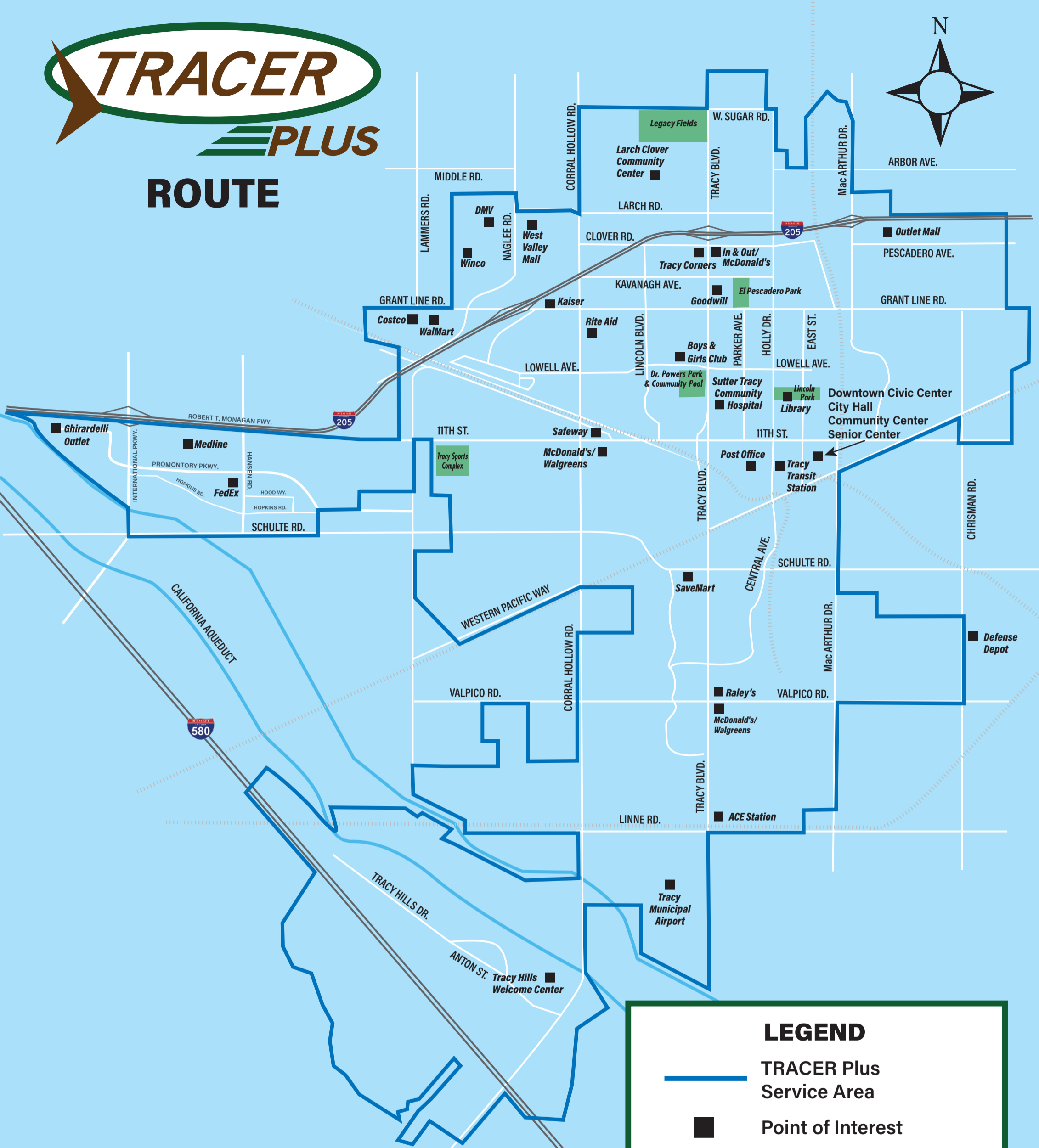
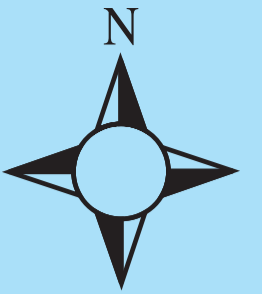
RIDER HEALTH SAFETY – Maintain acceptable standards of hygiene; open wounds or bodily fluids are considered a significant risk to the health or safety of others – (DOT ADA CFR 37.3)

TITLE VI COMPLIANCE – City of Tracy TRACER is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. Any person who believes that they have been subjected to discrimination may file a written complaint with the City of Tracy, Title VI Coordinator, 50 E. Sixth Street, Tracy, CA 95376.

Provide feedback on service to: Transit Coordinator,
City of Tracy Transit Station, 50 E. Sixth Street, Tracy, CA 95376.
Tel: (209) 831-6214, E-mail: Jayne.pramod@cityoftracy.org



ROUTE



LEGEND

- TRACER Plus Service Area
- Point of Interest

CASH FARES
One-Way

REGULAR: \$4 (Up To 3 Passengers)
ADA/SENIORS/VETERANS: \$2 (Up To 2 Passengers)

**To Receive Discounted Rate,
Please Show Verification
When Boarding.**

Age Limit: All ages can ride; You have to be 18 years old to book and 13 years old to ride unaccompanied.



INFORMATION: 209-831-4BUS (4287)
www.ridetracer.com • 50 E. Sixth Street • Tracy