



# Newsletter

July – September 2020  
Volume 4 – Number 3

## COVID – 19 Response

El Dorado Transit has continued to monitor COVID-19 since the initial outbreak and is continuing to follow recommendations by the Centers for Disease Control and Prevention (CDC), the California Department of Public Health (CDPH) and El Dorado County Health and Human Services.

To help address the potential spread of the Coronavirus and other diseases, we have taken the proactive measure to increase scheduled vehicle cleaning to include the nightly disinfection of buses as well as cleaning throughout the day. We will continue to monitor the situation and adapt or add to these efforts as recommended by the CDC, State of California or El Dorado County.

In addition, we went temporarily fare-free on April 4, 2020 to decrease the financial burden on our passengers, and to reduce direct contact through the exchange of fare collection and processing. We anticipate reinstating fares on August 1, 2020.

On buses that have a front door and a rear door, passengers who are physically able are asked to board and exit the bus through the rear door. The front door is offered to those requiring a ramp.

While we continue to disinfect driver and passenger areas, we ask passengers to practice social distancing. To assist in this effort, we have posted limits on the number of passengers in each bus.

For updates, please follow us on Facebook and Twitter and sign up for email alerts at [eldoradotransit.com](http://eldoradotransit.com).



## New SeeClickFix Customer Service Portal

El Dorado Transit has partnered with SeeClickFix to introduce a new platform that will allow customers to report issues, submit comments and suggestions, and get the latest news and route information.

With the free SeeClickFix app and web tools, customers will now be able to provide El Dorado Transit with pictures, specific descriptions, and more valuable information needed to improve Transit in our community. In addition, the SeeClickFix platform also offers a centralized and integrated management system, whereby El Dorado Transit officials can engage further with customers, track issues and monitor success.

The app is also a tool to find the latest El Dorado Transit news, route schedules and maps with links for trip planning, Connect Card, and pass sales. In addition, app users can receive alert notifications.

SeeClickFix is available for download on Android and iPhone. In addition to the mobile app, customers can submit their suggestions and comments at [eldoradotransit.com](http://eldoradotransit.com) under Customer Service.

# Additional Services During the COVID-19 Pandemic

During the COVID-19 pandemic, El Dorado Transit has continued to offer standard services such as Local Fixed Routes, ADA transportation, Dial-a-Ride, and a modified Commuter service. In addition, we have offered temporary services for our community.

Beginning April 13, 2020, we began offering free local home grocery and pharmacy delivery. The service is available to current Dial-a-Ride customers until further notice. The customer places their order at the store or pharmacy, pays for their order and arranges for us to pick up the order. The customer then contacts us to schedule the delivery. We then deliver the order to the customer's front door.

Beginning June 16, 2020, we partnered with the Senior Nutrition Program to assist in providing free transportation and delivery service for current Dial-a-Ride customers. We are temporarily offering either free transportation to and from the Senior Nutrition Program drive-up location or free food delivery until further notice. The drive-up locations include the Placerville Senior Center, the Cameron Park Community Center, and the Pollock Pines Community Center. If delivery is requested, we will deliver the order to the customer's front door.

We are doing what we can to help our community during this pandemic.

## Holiday Schedule

July – September 2020

El Dorado Transit will be closed and will not operate on the following holidays:

Saturday, July 4.....Independence Day  
 Monday, September 7.....Labor Day



## Bus Route Updates

The following route updates will go into effect on Monday, July 13, 2020:

**Route: 20 – Placerville** One bus providing hourly service with direct transfers at the Placerville Station Transfer Center with Route 60 – Pollock Pines/Camino and with the 50 Express. New stops will be added at Eskaton Village Placerville, Grocery Outlet (Broadway), Main St. at Spring St., and Canal St. at Moulton Dr.

**Route: 25 – Saturday Express** New stops will be added at Grocery Outlet (Broadway), Main St. at Spring St., and Placerville Dr. at Cold Springs Rd.

**Route: 30 – Diamond Springs/El Dorado** First route will start at 7:00 a.m.

**Route: 35 – Diamond Springs/El Dorado Saturday** Add Eskaton Lincoln Manor as a request stop after Prospector Plaza.

**Route: 40 – Cameron Park/Shingle Springs** Add Marshall Medical as a request stop.

### Route: 50 Express

Three buses providing hourly service with direct transfers at the Placerville Station Transfer Center with Route 20 – Placerville and with Route 60 – Pollock Pines/Camino. The 50 Express will serve the stops in the Placerville Dr. area that were previously served by Routes 20 and 60. New stop will be added at Placerville Dr. at Cold Springs Rd. The 50 Express will continue to provide direct transfers with Route 30 and Route 40.

### Route 60: – Pollock Pines/Camino

One bus providing hourly service with direct transfers at the Placerville Station Transfer Center with Route 20 – Placerville and with the 50 Express.

New Route schedules are available in the News section at [eldoradotransit.com](http://eldoradotransit.com).

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