



Dial-A-Ride Rider's Guide

Days of Operation (effective April 1, 2013)

Updated on July 22, 2014:

South County (Scappoose, St. Helens, Columbia City)

Monday – Friday 7:30 AM – 7:00 PM

North County (Rainier, Clatskanie)

Monday, Wednesday, Friday 7:30 AM – 7 PM

West County (Vernonia)

Tuesday & Thursday 9 AM – 5 PM

CC Rider does not provide service on New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving and Christmas.

For Dial-A-Ride eligibility, call 503.366.0159 or go to www.columbiacountyrider.com to download and/or print an application.

USING THE RIDER'S GUIDE

This Rider's Guide should answer most questions about CC Rider's Dial-A-Ride Service. The Dial-A-Ride service is part of CC Rider's regional transportation service, providing door-to-door transportation services for elderly, disabled and special life needs for residents of Columbia County.

HOW DO I APPLY FOR DIAL-A-RIDE SERVICES?

Individuals interested in utilizing CC Rider's Dial-A-Ride Service must be registered and eligible by CC Rider before using the service. To register for these services, call CC Rider @ 503.366.0159 or download/print the application from our website, www.columbiacountyrider.com. Upon receiving a completed application, CC Rider staff will evaluate the application and provide the rider with an "honored citizen" card if the rider meets the criteria.

In Accordance with Title VI of the Civil Rights Act of 1964, this program reflects Columbia County Rider Transit System's commitment to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the CCRider Transit System (CCR).

TRIP PRIORITIES

Trip priorities are to provide rides for Elderly and Disabled Riders who need to get to:

1. Medical appointments
2. And who have special life needs

Dial-A-Ride Services eligibility is good for up to one year and can be renewed, as needed.

WHAT IF I AM DETERMINED TO BE INELIGIBLE FOR DIAL-A-RIDE SERVICES?

If you do not meet the criteria for Dial-A-Ride Services, you will be notified in writing. The letter will explain the reason(s) for denial as related to the eligibility criteria. You have the right to appeal the denial of eligibility. You must initiate an appeal by contacting the CC Rider Administrator within 60 days of the denial letter. A letter will then be sent explaining your appeal options including appearing in person with additional information or sending additional written comments.

An Appeals Committee will review the original decision made and make a final decision as to your eligibility. You have the right to be present at an appeals hearing in front of the Appeals Committee. The decision of the Appeals Committee shall be communicated in writing within 30 business days after the appeal record is complete. If a final decision is not made in writing within this period, Dial-A-Ride Services will be available until such time as the final decision is made.

HOW DO I MAKE A RESERVATION?

Once you have been approved to use CC Rider's Dial-A-Ride Services, you may schedule a trip by calling CC Rider Dispatch at 503.366.0159. When calling to schedule a trip, be prepared to give the dispatcher the following:

- Rider first and last name
- Whether an attendant will be riding with you
- Rider's exact physical address, including apartment number, business name, etc.
- Exact pick up location address, if different than rider's address
- Rider's exact destination address, including suite number, zip code, business name, etc.
- Requested pick up time and appointment time, if applicable
- Be sure to advise the dispatcher if you will be traveling with a wheelchair, scooter or other type of mobility device (crutches, cane, walker, etc.) or service animal
- How you will be paying for the fare

Reservations can be made up to two weeks in advance by calling CC Rider Dispatch at 503.366.0159. Trips are scheduled based on requests and particular pick up times and some rides may be restricted to certain areas due to the system's ability to fairly provide service to as many residents as possible on any given day. Some rides in areas of the County may be restricted to priority 1 (medical appointments) service only, in order to serve as many riders as possible within the hours available for service, and to meet the priorities established by the County BOCC and approved on April 1, 2013. All service will be provided within the hours specified for service provision, see Service Area Restrictions for information on where the CCRider travels.

Priorities for Dial-A-Ride Service are:

1. Medical appointments
2. Life needs, such as grocery shopping, employment, banking, special, etc.

Dispatchers are required to ask for complete information and will confirm the information along with the fare to the caller to ensure that the trip is properly scheduled. Dial-A-Ride fares are based upon mileage and legs traveled.

Dispatchers will make every effort to attempt to accommodate requested trip schedules. However, there may be times when requested pick-up times or days may not be available, as service scheduled on a first-come-first-serve basis, and the Dispatcher may need to offer alternative times.

SERVICE EXPECTATIONS

- All Dial-A-Ride Services are “shared” rides. Riders using Dial-A-Ride service should have no expectation of being the only rider on the bus.
- Riders must allow for flexibility in scheduling rides in advance of scheduled appointment times in order to allow other riders to be picked up.
- Riders who object to “shared” rides do so at the risk of losing their privilege to ride. Remember the cost of providing Dial-A-Ride service requires CCRider to maintain cost effective levels of ridership to assure that the system is sustainable.
- Riders should plan a longer than average travel times reach their destination since the vehicle may have additional customer pick-ups or drop-offs along the way.
- All trips will be charged on a cost-per-leg basis. A “leg” starts when the rider boards the bus and ends when the rider exits the bus. For example: a round trip to the grocery store will consist of two legs; and a round trip to the grocery store with a stop at the bank on the way home consists of three (3) legs.
- More than one destination will incur additional rider fares for each pick-up and drop-off.
- Each pick up and drop off will be counted and scheduled as a new ride for the rider and must be scheduled prior to taking the trip.
- No rider will be allowed to add additional trip destinations without prior administrative approval.
- No driver has authority to allow additional destinations without prior administrative approval.

SERVICE AREA RESTRICTIONS

Service area restrictions apply to Dial-A-Ride trips are due to funding limitations of the system and the system's ability to provide service within the number of hours allocated to the Dial-A-Ride service and to allow for the maximum number of riders to access to the service.

Current service:

- Scappoose/St. Helens/Columbia City: 10 hours per day, 5 days per week.
 - Service area: Service within Columbia County and service to the Longview/Kelso Area.
 - Wednesday Medical Transports. These occur twice monthly and provide medical trips only to the Portland and Washington County areas only.

- Rainier/Clatskanie: 5 hours per day 3 days per week.
 - Service Area: Service within Columbia County and Medical appointments in Longview/Kelso. I.e., St. John's Hospital, Kaiser and doctor offices.

- Vernonia/Mist Birkenfeld Area: 5 hours per day 2 days per week.
 - Service area is restricted to service within Vernonia and Columbia County. Exceptions for medical appointments only to facilities in Washington County when services are not available in Columbia County. Riders may also be referred to using the Nehalem Route in order to meet rider needs for out of area service.

WHAT ARE PICK-UP AND DROP-OFF PROCEDURES?

To ensure that your trip goes smoothly, we have developed the following pick-up and drop-off procedures for your convenience.

Where to wait: CC Rider Dial-A-Ride Service provides door-to-door service; therefore, the driver will come to your door, house, building lobby or other designated pick-up location.

For passenger drop-offs, the driver will drop the rider off in front of or as close to the designated drop-off location as safely possible.

For safety reasons, drivers must stay within the “line of sight” of their vehicle. You cannot be escorted past the ground floor lobby or threshold of any residence or public building beyond the driver’s line of sight to their vehicle. If you need assistance beyond the door of your origin or destination, please make sure that a companion or personal care attendant is available to assist.

Apartments/Office Complexes:

When scheduling a trip, please provide the Dispatcher with the specific building name and number within the complex where you would like to be picked up. The driver will then pick you up/drop off at that specific building lobby/front door, if accessible.

Nursing Homes/Adult Daycare/Living Assisted Facilities/Senior Centers:

Riders picked up/dropped off at nursing homes, etc., should meet the driver in front of the main lobby unless otherwise specified. Drivers are not allowed to enter rooms to pick up riders. If an individual other than the rider is responsible for the fare, please notify Dispatch so the name can be collected from staff personnel or personal care attendant at the time of boarding. Drivers can assist riders into or out of nursing homes and will drop off riders in the front lobby and will notify nursing home staff.

Gated Communities:

If your pick-up or drop-off location is located within a gated community and requires special entry, please notify the security office to arrange for vehicle entry before pick-up time. If you do not arrange for vehicle entry, and the vehicle is unable to enter the pick-up area, you will be considered a “no-show”.

HOW LONG WILL A DRIVER WAIT?

A driver will wait for up to five minutes for a rider after arriving at the pick-up location. If you do not appear during the five-minute wait time, the Driver will mark you as a “no-show” and then depart. Drivers are to arrive as close as possible to your scheduled time. If a driver is early, you can board when ready. Your pick-up time is still the same time, but you will have only five minutes after your scheduled pick-up time to board.

What if the driver is late?

If the driver is not at your pick-up location by the designated time, call CC Rider Dispatch @ 503.366.0159 to inquire to the driver’s status.

WHAT IS THE NO-SHOW/CANCELLATION POLICY?

When you schedule a trip and fail to use the service without proper cancellation notice, this can cause serious transportation and scheduling problems for other riders. CC Rider Dial-A-Ride Services depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once you have scheduled a trip, the trip be used or canceled within a reasonable amount of time. Since CC Rider Dial-A-Ride Services is a shared-ride system, it is important that scheduled trips do not go unused. This ensures that all riders enjoy a convenient and timely ride. Failing to appear for a scheduled trip, or canceling a trip without proper notice, is considered a “no show”.

You must cancel unwanted trips by 5:00 PM the day before the scheduled trip. Trips canceled by 5:00 PM the day before the scheduled trip will be counted as Advance Cancellations. A documented pattern of Late Cancellations, Same Day Cancellations, No Shows or Excessive Advance Cancellations for reasons within your control will result in service denial prescribed below.

No Shows are defined as the following:

- When you cancel a trip less than two (2) hours before the scheduled pick-up time (late cancellation)
- When you cancel a trip at the time the driver arrives (or is in-route) at the pick-up location
- When you do not show for a scheduled ride within 5 minutes after the driver has arrived at the pick-up location

Note: If you “no-show” for a ride you MUST call and cancel your return ride for that day if you will not need it. **The Rider Dispatch system documents all rides, including “no shows”.** Excessive “no shows” can result in a denial of future service.

The following policies will be enforced for riders who are repeat no-show customers:

- One (1) no-show will result in a verbal warning
- Two (2) no-shows within a one-month period will result in a written warning
- Three (3) no-shows within a one-month period will result in a suspension of services for 30 days.

Same Day Cancellations:

A Same Day Cancellation occurs when you cancel a scheduled trip between 5:00 PM the day PRIOR to the trip and up to two (2) hours before the scheduled pick-up time. For every three (3) Same Day Cancellations, you will be charged one (1) No-Show. A service

suspension of 30 days shall be imposed if you accumulate three (3) No-Shows in a 30 day period, as indicated above.

CC Rider has an appeals process that allows riders the opportunity to appeal a no-show/cancellation decision. Appeals must be made in writing within 60 days. Suspensions will not be proposed or implemented for circumstances which are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Breakdowns of mobility aids
- A driver who does not provide appropriate assistance
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

Excessive Advance Cancellations:

Excessive Advance Cancellations occur when you cancel 50% or more of your scheduled trips during any 30-day period. A minimum of 10 trips must be scheduled for the 30 days in question for this policy to apply. A service suspension of seven (7) days shall be imposed when you exceed the maximum cancellation allowances.

What about Missed Trips?

If the vehicle fails to pick you up within one hour of the scheduled trip, you are entitled to request a credit for the trip. Once the missed trip is validated, a trip credit will be place in your file.

WHAT IF I HAVE A WHEELCHAIR, SCOOTER OR OTHER MOBILITY DEVICE?

Each time you schedule a trip, the dispatcher must be informed of the type of mobility device you will be using for your trip. It is important to know the specific mobility device you will be using so the driver is able to prepare for the trip. In addition, some vehicles are limited to the number of mobility device securement areas, so by informing Dispatch of your mobility device, CC Rider can schedule an appropriate vehicle for shared rides.

CC Rider will accommodate standard wheelchairs, scooter and other mobility devices. A wheelchair is defined as a mobility aid that does not exceed the ADA guidelines of 48" in length, 30" in width and 800 pounds, **when occupied**. Mobility devices larger than these standards and unable to be secured properly in the vehicle may be denied service. Wheelchairs, scooters and other mobility devices must be secured at all times during boarding, disembarking and transport operations. For safety reasons, you are

encouraged to have working brakes on your mobility device. If you use a scooter-type wheelchair and are capable of transferring to a vehicle seat, you are urged to do so during transport. It is your choice to transfer to a vehicle seat or remain in your mobility device. If you need the lift to board but are not a wheelchair user, you may use the lift in a standing position.

All riders are required to use the shoulder belts and lap belts provided in the vehicle.

SEAT BELT EXEMPTION

Riders are required to wear seatbelts while riding on the bus. An exemption to this requirement can be obtained by filing a Request For Exemption From Use Of Motor Vehicle Safety Restraints Form. This form is completed by the Rider and his/her physician for submission and approval by the Oregon Transportation Safety Division. The form is attached to this guide. All riders who do not have an exemption card and who refuse to wear a seat belt can be denied rides. Riders will be asked to show their card if they refuse to wear a seatbelt.

WHAT IF I TRAVEL WITH A PERSONAL CARE ATTENDANT (PCA)

A personal care attendant (PCA) is defined as someone required to assist the rider meet his/her personal needs during the trip. The origin and destination of the PCA must be the same as yours. A PCA may accompany a qualified Dial-A-Ride rider as no additional charge. You must indicate at the time of the application whether you travel with a PCA. In addition, when making a reservation, please indicate to Dispatch that a PCA will be accompanying you on your trip.

Service Animals:

Service animals are permitted on CC Rider vehicles and are allowed to accompany riders. You are required to tell Dispatch that you will be traveling with a service animal when you schedule your trip. Please be considerate of others who may be fearful or dogs or other service animals.

Service animals who become unmanageable or aggressive towards their owner and/or other riders, and who cannot be controlled by their owner will not be allowed to ride the bus.

Because the ADA regulations provides guidance regarding the difference between service animals and pets, drivers may ask riders what type of service the animal preforms in order to distinguish whether the animal is working service animal or not.

Animals, other than service animals, may travel on CC Rider vehicles ONLY in a properly secured cage or container and will be considered a package.

RIDER RULES OF COURTESY

Common-sense rules ensure safety and comfort for all passengers and the driver. We ask that riders observe the following Rules of Conduct:

- No smoking on board, **the no smoking ban includes electronic cigarettes**
- No abusive, threatening or obscene language or actions
- No deliberate fare evasion
- No physical abuse of another rider or driver
- No operating or tampering with any equipment while on board the vehicle. This includes operating a hydraulic lift and attempting to remove wheelchair “tie-downs”
- Shoes and shirts are required of all passengers

Depending on the severity of the violation, the following penalties will generally be enforced for riders who violate any of the Rules of Conduct:

- One (1) violation will result in a verbal warning
- Two (2) violations will result in a written warning
- Three (3) or more violations will result in a suspension of service for a minimum 30 days

Note: Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

There is an appeals process that allows riders the opportunity to appeal warnings or suspensions for violations of the Rules of Conduct. Appeals must be made in writing within 60 days. For more information, please call the CC Rider Administrator at 503.366.8505.

WHERE CAN I TRAVEL USING DIAL-A-RIDE?

Medical Trips are the No 1 priority for Dial-A-Ride service. CC Rider Dial-A-Ride Service **may** travel to any location within Columbia County. Out of County locations **may** include locations in Multnomah, Washington and Cowlitz Counties.

Some locations include: Emmanuel Hospital, Good Sam Hospital, OHSU Facilities and Veterans Hospital and Clinics and St. John’s Medical Center and Kaiser in Longview, Washington. Other locations outside of Columbia County may be approved at CCRider’s discretion.

Dial-A-Ride service is limited due to the cost of the service and the County's ability to pay the costs over and above the fares charged for the service. Dial-A-Ride Service charges are based upon your trip mileage to and from your destination and whether additional stops are scheduled for your ride. You must confirm your Dial-A-Ride fare price with Dispatch when you schedule your ride. See Section on Service Area Restrictions, Page 4 of this guide.

COMMENTS

If you have comments or concerns regarding service, or the level of service, or an incident which occurred during your trip, please feel free to contact the CC Rider Administrator by phone, (503-366-8504) in writing or by e-mail at janet.wright@co.columbia.or.us.

If you wish to make comments or tell us your concerns please include the following information:

- Date and time of incident
- Location of the vehicle or area where the incident occurred.
- The vehicle number or name of the driver involved
- The name(s) of any other persons involved, if possible
- A detailed explanation of what happened, or what you believe to be the problem. Include as much detail as possible to allow for a better investigation follow up of your concern
- Be specific

Some but not all of our vehicles have cameras on board and providing the above information can help us fully and fairly investigate complaints. Please be advised that each complaint will be investigated and any corrective action necessary will be taken. You may be contacted for additional information or supporting documentation, and you will also receive written notification of the outcome and resolution of any incident.

CC Rider appreciates your comments and will review each one carefully in order to help us improve our service. Complaints can be submitted anonymously and we will do our best to maintain confidentiality, however we cannot guarantee confidentiality.

CC Rider Administrator:
Janet Wright
230 Strand Street
St. Helens, Oregon 97051
503.366.8504
Janet.wright@co.columbia.or.us

WHAT ASSISTANCE WILL THE DRIVER PROVIDE?

Door-to-door assistance will be provided to assist you only to the extent necessary to get to the vehicle and board, disembark or stow a limited amount of personal belongings. If you need a hydraulic lift to board a vehicle, the driver will assist you. All drivers are trained to use and operate the hydraulic lifts on CC Rider vehicles.

Drivers may assist you when entering and exiting the vehicle, as requested. Drivers may also assist you to and from the main door of your origin and/or destination, if necessary. This includes:

- Identifying themselves to you a CC Rider Dial-A-Ride Driver by their name. Their name and photo is also on ID badges that are permanently visible to the passenger
- Offering a steady arm or other appropriate guidance or assistance when walking
- Assistance on stairs for ambulatory (non-wheelchair/scooter using) passengers
- Assisting wheelchair users to and from the main door of the building or residence
- Assisting wheelchair users on ramps to and from the main door of their origin or destination if the ramp is accessible (meets ADA rise limits)

The driver may also assist with a reasonable number of grocery bags. CC Rider limits the number of grocery bags to five (5) per passenger. An additional charge or fare may be assessed if more than one seat is taken up by a rider's personal belongings. Personal belongings may include bags, or other paraphernalia that take up seats.

WHAT ARE THE DRIVERS' RULES OF CONDUCT?

All CC Rider drivers are required to wear a uniform with a CC Rider logo, embroidered name and ID badge with the driver's name and photo. Drivers must be 21 years of age. All drivers have completed a defensive driving course and sensitivity training to better assist persons with disabilities. Drivers must also complete a thorough background check through the DMV and law enforcement agencies, all of which must result in a satisfactory rating.

Rules for Drivers – All drivers must obey the same rules as those required of passengers. In addition, drivers must follow these rules:

- If requested, the drivers will assist passengers when entering and exiting the vehicle
- Drivers may assist passengers to and from the door or to the entry of their destination or point of origin

- Drivers cannot carry more than 5 grocery bags
- Drivers cannot accept tips or gratuities
- Drivers must obey all traffic and highway laws

WHAT HAPPENS IF A VEHICLE BREAKS DOWN?

Dial-A-Ride vehicles occasionally experience mechanical problems. If your vehicle breaks down, the driver will notify Dispatch of the situation and another vehicle will be sent immediately.

When the replacement vehicle arrives, all passengers will be transferred and transported to their destinations. Please remember that you must stay inside the vehicle until the driver instructs you to exit.

WHAT ARE THE DIAL-A-RIDE VEHICLES LIKE?

CC Rider uses a variety of vehicles for Dial-A-Ride services, ranging from 14-16 passenger buses to mini-vans to sedans. All buses and mini-vans have lifts or ramps for wheelchair/scooter access. All vehicles have A/C, two-way radios and securement systems. The vehicle for your particular ride will depend many factors, including number of other passengers and pick-up/drop-off destinations. All vehicles are inspected before and after each shift and receive regular preventative maintenance checks by certified mechanics.

DEFINITIONS

The definition of disability is provide in Title 42, Chapter 126 Equal Opportunity for Individuals with Disabilities,

Sec. 12102. Definition of disability

As used in this chapter:

(1) Disability

The term "disability" means, with respect to an individual

(A) a physical or mental impairment that substantially limits one or more major life activities of such individual;

(B) a record of such an impairment; or

(C) being regarded as having such an impairment (as described in paragraph (3)).

(2) Major Life Activities

(A) In general

For purposes of paragraph (1), major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

(B) Major bodily functions

For purposes of paragraph (1), a major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

(3) Regarded as having such an impairment

For purposes of paragraph (1)(C):

(A) An individual meets the requirement of "being regarded as having such an impairment" if the individual establishes that he or she has been subjected to an action prohibited under this chapter because of an actual or perceived physical or mental

impairment whether or not the impairment limits or is perceived to limit a major life activity.

(B) Paragraph (1)(C) shall not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less.

(4) Rules of construction regarding the definition of disability

The definition of "disability" in paragraph (1) shall be construed in accordance with the following:

(A) The definition of disability in this chapter shall be construed in favor of broad coverage of individuals under this chapter, to the maximum extent permitted by the terms of this chapter.

(B) The term "substantially limits" shall be interpreted consistently with the findings and purposes of the ADA Amendments Act of 2008.

(C) An impairment that substantially limits one major life activity need not limit other major life activities in order to be considered a disability.

(D) An impairment that is episodic or in remission is a disability if it would substantially limit a major life activity when active.

(E)

(i) The determination of whether an impairment substantially limits a major life activity shall be made without regard to the ameliorative effects of mitigating measures such as

(I) medication, medical supplies, equipment, or appliances, low-vision devices (which do not include ordinary eyeglasses or contact lenses), prosthetics including limbs and devices, hearing aids and cochlear implants or other implantable hearing devices, mobility devices, or oxygen therapy equipment and supplies;

(II) use of assistive technology;

(III) reasonable accommodations or auxiliary aids or services; or

(IV) learned behavioral or adaptive neurological modifications.

(ii) The ameliorative effects of the mitigating measures of ordinary eyeglasses or contact lenses shall be considered in determining whether an impairment substantially limits a major life activity.

(iii) As used in this subparagraph

(I) the term "ordinary eyeglasses or contact lenses" means lenses that are intended to fully correct visual acuity or eliminate refractive error; and

(II) the term "low-vision devices" means devices that magnify, enhance, or otherwise augment a visual image.

Medical Appointments: Rides to a Doctor's office, clinic, hospital, testing facility, dialysis for appointments, either one time or on an ongoing basis per treatments requirements.

Service Animal: The ADA under 49 CFR 37.3 defines service animal as *any* guide dog or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Guide dogs are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

Alerting persons with hearing impairments to sounds.

Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.

Assisting persons with mobility impairments with balance.

A service animal is not a pet.

Special Needs is defined as special trips for specific purpose and activities, such as hair appointments, lunch dates, meetings, and activities that enhance life of elderly/disabled riders. **These trips are low priority trips and could be cancelled if a medical trip is necessary for a rider that has no other travel options.**