



Dial-A-Ride (DAR) and Fixed-Route Rider's Guide

Columbia County Rider's Dial-a-Ride (DAR) Service focuses on serving the needs of riders for whom using our regular Commuter or Deviated-Fixed Route Services creates a challenge or hardship. DAR is a shared-ride service, not private transportation, and because of scarce resources, services are sometimes limited to elderly and disabled riders with medical or special life needs. Space permitting, every attempt is made to accommodate social and general purpose transportation needs as well. Although the focus of this document is DAR Service, sections discussing operator assistance, what may be brought onto vehicles and other rules and guidelines for ridership should be considered to apply to all CC Rider services.

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Welcome

- **Who Can Use DAR?**

DAR Services are technically available to the general public, but due to budget constraints, priority is sometimes given to elderly and disabled riders with medical or special life needs. All DAR riders must complete a registration packet and have their information entered into the DAR database before scheduling their first DAR trip. To request a registration packet, call 503-366-0159 or go to www.nworegontransit.org to download a packet on your own. Reduced Fare discounts are not available for DAR services.



- **When and Where Does DAR Operate?**

DAR operates Monday through Friday from approximately 7:30am until 5:30pm depending on demand and the need for scheduling efficiency. Service is available to pick-up and drop-off locations inside Columbia County that are no more than one (1) mile from existing deviated fixed-route lines of service, including Line 3, Line 5, Line 6 and Sunset Empire Transportation District's Lower Columbia Connector service between Rainier and the Western border of Columbia County. Service in rural Western and Northern Columbia County may be limited to specific days of the week.

Please ask dispatchers about weekly Portland Metro Medical Service, which is offered on alternating Tuesdays and Wednesdays provided a minimum of two (2) round-trip rides have been scheduled by the preceding Friday. There is a separate fare structure for this service.

- **How Does DAR Provide Service?**

DAR uses a fleet of small buses and vans to provide service. Rides must be scheduled in advance. To maximize the number of riders served, several passengers may share the vehicle, and vehicles may stop and travel in different directions during any passenger's trip to accommodate other riders. Dispatchers may attempt to build trips using a combination of regular and DAR services. Rides using a combination of regular and DAR services will require payment of fares for both services.

Getting More Information and Assistance

- **By Phone**

503-366-0159 is the CC Rider and DAR phone number.

- **Online**

<https://nworegontransit.org> is the website for CC Rider and DAR.

- **Social Media**

<https://facebook.com/columbiacountyrider> is the Facebook page for CC Rider and DAR.

https://twitter.com/rider_cc is the Twitter page for CC Rider and DAR

What to Expect from DAR Service

DAR drivers do their best to make pick-ups on time and to get to their destinations on time. DAR trips are considered “on-time” as long as they are provided within a window of +/- ten (10) minutes from the scheduled pick-up and drop-off times. DAR drivers must be able to park their vehicles in a safe location that does not block or impede traffic, allows the driver to maintain sight of the vehicle at all times, and has an accessible path of travel for the vehicle and for the rider to access the lift.

Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other trips being served. Riders need to be ready to leave at their scheduled pick-up time. If necessary, the driver will wait a maximum of five minutes past your scheduled time. If the DAR vehicle hasn't arrived within 30 minutes of your scheduled pick-up time, call DAR at 503-366-0159.

- **How DAR Operators Assist Customers**

DAR is a “curb-to-curb” service. For pick-ups at apartments or private residences, riders should wait outside in a spot that is visible to the driver. Drivers will not come to the door and may not enter private residences. For pick-ups at retirement or medical facilities with a lobby that is within sight of the parked DAR vehicle, riders should wait inside the lobby and drivers will meet them there. If you need assistance from or to the door of your origin or destination, please make sure that a companion or Personal Care Attendant (PCA) is available to assist you.

Drivers will assist you in boarding and disembarking the vehicle, particularly if you require a hydraulic lift to board the vehicle. Drivers will also assist you with fastening seat belts and securing wheelchairs and scooters. Drivers may also assist with a reasonable number of grocery or shopping bags.

- **Items Customers May Bring on the DAR Vehicles**

Service animals are permitted on DAR vehicles provided they are under the owner's control, meaning they are on a leash or in a container. Other animals are permitted only in a secure container. Riders may bring a respirator, portable oxygen tank or other life-support equipment as long as it does not violate hazardous material transportation laws. Riders must ensure that there is an adequate oxygen supply (3/4 or full) before boarding. Drivers are not authorized to operate life-support equipment at any time.

Each paid DAR rider may take up to five (5) grocery bags or other carry-on items, and riders may also bring one (1) collapsible grocery or luggage cart. Drivers may assist with grocery bags, or other carry-on items weighing 25 lbs or less.

DAR Customer Responsibilities

- **Have Valid Fare** – Please deposit tickets, cash or checks in the fare box. Drivers do not carry cash and cannot make change or sell tickets.
- **Cancel Unneeded Rides in Advance** – Trips cancelled after 5:00pm the day before the scheduled trip are considered late cancellations. A pattern of late cancellations and no shows may result in suspension of service for up to 30 days. The first case of a rider having 3 no shows within a 30-day period that represent 20 percent or more of the rider's scheduled trips during that period will result in a suspension of service for 7 days. The second such case will result in a suspension of service for 14 days. The third such case will result in a suspension of service for 21 days. The fourth and all subsequent cases will result in suspensions of service for 30 days.
- **Be Ready to Leave at the Scheduled Time** – We encourage riders to be ready 15 minutes prior to their scheduled pick-up or drop-off time. Drivers will wait no more than 5 minutes beyond this time.
- **Use Required Securement and Seat Belts** – Drivers will secure mobility devices and fasten lap belts for riders in mobility devices. All ambulatory customers must use seat belts.
- **Maintain Mobility Devices and Accessible Pathways** – Make sure your wheelchair or scooter is in good working condition and assure an accessible pathway at your residence and at each of your destinations.
- **Size and Weight Limits for Mobility Devices** – CC Rider will transport all wheelchairs and occupants if the lift, vehicle and driver can physically accommodate them, or unless doing so is inconsistent with legitimate safety requirements.
- **Rules for Riding** – Smoking is prohibited in all CC Rider vehicles and facilities. Food and drink on buses must be in closed containers. Please don't be loud enough to disturb others or distract the driver from safe operation of the vehicle. Use radios and CD/MP3 players with headphones only.

- **Keep Your Information Up-to-Date** – After a rider has been registered, please call CC Rider at 503-366-0159 to report changes in your address, emergency contact information, disability or health condition to the extent it impacts your DAR ridership, the need for a PCA or a change in your mobility device and/or your use of a device. CC Rider reserves the right to require annual renewal of your registration prior to scheduling future rides.
- **Share Your Questions, Concerns or Comments** – We will do our best to answer your questions and address your concerns.
- **Refusal or Suspension of Service** – DAR drivers may refuse service to riders only in situations where the rider engages in violent, seriously disruptive or illegal conduct, or conduct that represents a direct threat to the health or safety of others. Drivers shall not refuse service to an individual with disabilities solely because the individual's disability results in involuntary behavior that may offend, annoy, or inconvenience other riders.

Reserving DAR Rides

- **Have the Following Information Ready Before You Call:**

First and Last name

Whether a PCA will be riding with you

Exact physical address of home

Exact physical address of pick-up location

Exact physical address of drop-off location

Requested pick-up time and appointment time, if applicable

Type of mobility device and/or service animal, if applicable

Method of fare payment

- **Setting Your Trip Times**

DAR can plan your trip around either a pick-up time or an appointment time, but not both. Always use a pick-up time to schedule your ride unless you must arrive at the destination not later than a certain time, such as for a work or medical appointment.

Let the call taker know how much flexibility you have regarding your travel times.

Remember to allow time for getting to and from the bus and for boarding/unloading, particularly if you use a mobility device.

- **Other Important Tips**

Before ending your call, listen carefully as dates, times and addresses are read back to you. Please ask if you're not sure about something. Reserving trips 5 or more days in advance will give you the best chance of scheduling your ride at your preferred time. We are often unable to accommodate ride requests made 2 days or less prior to your ride date. Mondays, Wednesdays and Fridays are usually the busiest days due to standing dialysis appointments on these days.

- **Changing Your Reservation**

If you need to change your reservation, please do so as soon as possible. Because rides are scheduled as much as five days in advance, we cannot guarantee to accommodate change requests made after the day's route is finalized.

- **Subscription Reservations**

Riders may request "subscription" reservations for trips that are 1) taken at least once per week on the same day each week, 2) are between the same two locations and at the same time, and 3) expected to continue for at least six months. Subscription trips that fall on holidays when limited or no service is being provided or are to locations which are closed on holidays will be automatically cancelled by dispatchers. Subscription trips are subject to the same change and cancellation requirements as all other trips.

DAR Fares

- **Paying Your Fare**

Riders must pay a fare when boarding. Valid fares include cash in exact change, checks or DAR single ride tickets. Drivers do not carry cash or tickets and cannot make change or sell tickets. DAR fares are \$2.20 each way. Reduced Fare discounts are not applicable to DAR services.

- **Where to Buy DAR Tickets**

DAR single ride tickets may be purchased at the St Helens Transit Center at 1155 Deer Island Road in St Helens or online at <https://www.nworegontransit.org/passes-ccr/>. Please allow 5-7 business days for delivery of tickets purchased online.

- **Agency Sponsored Rides**

Riders seeking transportation that is paid for by their insurance (the Oregon Health Plan or Medicare, for example) should contact NW Rides at 1-888-793-0439. NW Rides is a coordinated ride brokerage which arranges rides through various providers and handles all billing to insurance providers.

- **Personal Care Attendants (PCAs) and Companions**

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the registered individual meet his or her personal daily living needs. PCAs riding with a registered DAR rider ride free of charge, and must be picked up and dropped off at the same locations as the DAR rider. Additional companions may be scheduled to join DAR rider if space available, and are required to pay the regular DAR fare at the time of boarding.