

DIAL-A-RIDE



Passenger Guide

INCLUDES

Scheduling information

Fares and Bus Passes

Tips for Riding

Effective July 2021

Office hours:

Monday-Friday

7:30am to 5:30pm



NWOregonTransit.org
503-366-0159

Transit Fares

PER RIDE IN EACH DIRECTION

In-County	\$2.00
Out-of-County	\$3.00
Child (under 7 yrs.)	Free

Monthly Bus Pass

UNLIMITED RIDES CALENDAR MONTH

Monthly Pass	\$120.00
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Discounts are available for seniors, disabled persons, veterans, students and low-income individuals. Come to our office to enroll in the Reduced Fare program.

Dial-a-Ride Fares

PLEASE CALL FOR PRICING

Holiday Schedule:

There is no Service on New Year's Day, Memorial Day, 4th of July, Labor day, Thanksgiving Day and Christmas Day.

For information on CC Rider's Title VI Civil Rights and Title II ADA policies, and for information on how to request reasonable modifications and initiate requests for information in accessible formats, please go to www.nworegontransit.org/accessibility

TTY #711

*Serving the Columbia
County Community*

NWOregonTransit.org
503-366-0159

Columbia County Rider

Serving Columbia County Community.

How the system works:

Dial-A-Ride is an on-demand, door-to-door service that does not make the same stops every day. Customers can contact our dispatch office to schedule a time, date, and location for pick-up. Before arrangements can be made, riders must first complete a registration form. Once a registration form has been received and added to our system, riders may start scheduling rides.



Tips for Riding the Bus

- Please be at your stop 5 minutes early to help us better service you and others.
- You can also flag the bus down at any location titled "Flag Stop". If you plan to catch the bus one of these stops, please call our office so the driver can be alerted to look for you.
- **Please be ready to pay your fare when you board, with exact cash or a ticket. Drivers do not carry change.**
- Service animals are the responsibility of the owner and must be under the control of the owner at all times.
- Max of 5 carry-on items allowed.

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2 WAYS TO DIAL-A-RIDE

Dial-A-Ride:

After a registration has been received you may start scheduling rides. Rides are accepted on a first-come-first-served basis with priority given to medical rides, however you may schedule rides to medical offices, grocery stores, physical therapy appointments, hair appointments, etc. To schedule a ride, simply call our office and let them know you need a ride. Our dispatchers will ask you a series of questions in order to determine availability, locations, and pricing. We recommend calling in as far in advance as possible as schedules are made 5 days ahead of time and spots fill up quickly. Base fare is \$3.00 for the first 8 miles (\$2.00 for reduced fare program), and \$0.75 per mile thereafter. Dispatch will notify you of the price when you call to schedule your trip.

How to apply:

Registration forms for Dial-A-Ride are available on our website. You may also request registration form by calling our office and our dispatchers will mail one to your home.

Title XIX / Medicare coverage:

Your Medicare package may pay for your non-emergency medical transportation. Talk to your provider about Title XIX medical transit. To schedule a non-emergency medical ride, you must **call NW Rides at 888-793-0439** and the dispatchers will get you on a list for the date requested. After you have been added to the list, our dispatchers, along with other agencies in the area, will work through the list in order to make the most efficient route possible. Fares are charged to your insurance

Portland medical transit:

Portland medical transportation travels to Portland each week on alternating Tuesdays and Wednesdays. See the full schedule at: nworegontransit.org/portland-medical-rides-2/

Service Area:

Dial-A-Ride, Title XIX, and Portland medical transit serve all of Columbia County.



For current schedule updates and information:
503-366-0159 • nworegontransit.org