



## NW Rides: Member rights and responsibilities

### NW Rides members have the right to:

- Receive safe and reliable transportation that meets your needs.
- Receive interpretation services.
- Get materials in the language or format that meets your needs.
- Not be discriminated against by transportation providers, call-center representatives or other NW Rides passengers.
- Bring a service animal or personal care attendant (PCA) as needed. Please tell the call center about other passengers who will ride with you. Emotional support animals or pets must be in an enclosed carrier.
- Bring along a few items if needed, but not too many. For example, you might bring:
  - Three grocery bags, or
  - One box of food, or
  - Two carry-on items
- Be transported in the mobility device of your choosing (like a scooter). The device should be classified by the ADA as a mobility device.
- Request help with seatbelts or request a seatbelt extender.
- Get service in a timely manner.
- Share compliments or file grievances (complaints) about NW Rides.
- Submit an appeal or ask for a hearing (or both) if you feel your service was denied unfairly.
- Receive a written notice when a trip is denied.

### We expect NW Rides members to:

- Show respect and use respectful language with all NW Rides staff and drivers.
- Keep track of their belongings during a ride. Don't leave your things in a NW Rides vehicle during your appointment, even if you think the same vehicle will be used for your return trip. Check the seats and floor before exiting to ensure belongings are removed.
- Make changes to a trip or cancel a trip before the trip. To do this, please call NW Rides at 503-861-0657 or 888-793-0439 as far in advance as you can.
- Request additional stops in advance with NW Rides. This includes pharmacy stops. Drivers are only allowed to make stops that have been approved.
- Be ready for your pick-up at the time NW Rides gives you. When you're on time for the pickup, it helps the driver get you to your appointment on time. It also helps drivers stay on time for their other rides.
- Agree not to be under the influence of or take drugs or alcohol during trips.

*continued*

**We expect NW Rides members to:** *(continued)*

- Agree not to smoke or vape in or near NW Rides vehicles or drivers. Please stay at least 25 feet from the vehicle.
- Agree not to engage in illegal activity in or near NW Rides vehicles or drivers, or other members.
- Wear a seat belt, which is an Oregon law.
- Agree to wear a face mask or other face covering over both your nose and mouth. This remains in effect while there is a public health emergency, to protect yourself and others from COVID-19.
- Never abuse or intimidate drivers or other passengers. This is not allowed in any case.
- Not engage in behavior that discriminates against drivers, other passengers or any NW Rides staff or drivers.
- Agree to always keep service animals under control. Service animals are not permitted on passenger seats.
- Provide the correct size child safety seat for any child traveling with you, install the seat, and secure the child in the seat. Refer to the NW Rides Rider's Guide for information on when safety seats are required. Please remove the child safety seat from the vehicle at the end of each trip. No personal items should remain in the vehicle while members are in their appointments.
- Keep food or drinks in closed containers, and not consume them inside a NW Rides vehicle. Exceptions can be made for small snacks for members who need to regulate their health conditions.
- Plan ahead and bring along food (for eating during stops) and medication as needed for long trips or unexpected delays.
- Provide accurate information to NW Rides and our transportation providers. This will improve the service you receive.