



## **Riders Guide, Updated August 23, 2023**

Columbia County Rider (“CC Rider”) strives to serve the transportation needs of Columbia County Residents. As one of Oregon’s few Public Transit systems not financially supported by its local community, CC Rider operates primarily through Federal and State grants. Fare revenues and contributions from the County’s Economic Development Fund are important, but cover just 8% of annual operating expenses.

CC Rider offers two types of service:

- 1) Portland Commuter Service provides affordable and ecologically-friendly transportation between St Helens and Downtown Portland. Service is offered Monday through Friday with scheduled routes and stops. Stops are ODOT-approved and no deviations or alternative stops are permitted.
- 2) Dial-A-Ride (“DAR”) Service operates to support the local mobility needs of Columbia County Residents lacking access to other means of transportation. DAR is a shared-ride service, not private transportation, and priority is given to seniors and persons with disabilities. Space permitting, every attempt is made to accommodate social and general purpose transportation needs as well.

Although this document focuses primarily on DAR Service, sections discussing escorts and personal care attendants, 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.

### **Curb-to-Curb Service & Escorts or Personal Care Attendants (“PCAs”)**

DAR Service is “curb-to-curb”. This means the bus and driver will meet riders at the curb or parking area nearest the rider’s departure and destination spots. Riders who need assistance between their home and the bus, or between the bus and their destination must make arrangements themselves for this assistance. This includes help navigating mobility devices and carrying parcels and possessions.



The ADA defines a PCA as someone designated or employed specifically to help the registered rider meet his or her personal daily living needs, including riding the bus. 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. Persons with mobility issues themselves may not serve as an escort or PCA for another rider.

CC Rider asks new riders to indicate whether they require assistance from an escort or PCA. Drivers will inform CC Rider Dispatchers of riders who they observe requiring assistance, and Dispatchers will share this observation with the rider. Riders will be declined service for failure and/or refusal to secure an escort or PCA.

## **Who Can Use DAR?**

Anyone! DAR Services are 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. CC Rider recommends five (5) days advance notice of ride requests. To request a registration packet, call 503-366-0159 or go to [www.nworegontransit.org](http://www.nworegontransit.org) to download a packet on your own.

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

DAR operates Monday through Friday from approximately 7:30am until 5:30pm depending on demand and the availability of drivers. Service is available to pick-up and drop-off locations inside 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.

## Getting More Information and Assistance

- **By Phone**

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

- **By Email**

**[ccriderinfo@columbiacountyor.gov](mailto:ccriderinfo@columbiacountyor.gov)**

- **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.

## 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 +/- fifteen 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 than requested in order to accommodate other trips being served. Riders should be ready to depart 30 minutes prior to their scheduled pick-up time. When a driver has arrived at the designated pick-up location within the +/- 15 minutes pick-up window, the driver will wait a maximum of five minutes for the rider to present themselves for their ride. Dispatchers will attempt to call riders to let them know the driver is waiting, but if no contact is made and the driver has waited for five minutes, they will be instructed to move on to their next pick-up or drop-off. If the DAR vehicle hasn't arrived within 15 minutes of your scheduled pick-up time, call DAR at 503-366-0159.

## How DAR Operators Assist Customers

For pick-ups at apartments, private residences or private businesses, riders should wait outside in a spot that is visible to the driver. Drivers may knock on the rider's door or ask dispatch to call alerting the rider of their presence. Drivers will never 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 for their pick-up and then exit upon seeing the bus.

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.

## 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.

Provided they can carry, load and unload these items themselves, 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 or one (1) collapsible stroller. Personal items must be secured and may not block doorways, aisles or access to wheelchair/scooter seating.

## Rider 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. Round-trip fares may be paid in advance, but riders may not ride with the promise to pay round-trip on their return trip. Ask our dispatchers if you qualify for reduced-fare rides.
- **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 30 minutes prior to their scheduled pick-up time. Drivers will wait no more than 5 minutes within the pick-up window.
- **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.
- **Disorderly Riders** – Drivers may remove riders from the bus 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 themselves or 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.
- **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.

## 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 a specific pick-up time or drop-off 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 a medical appointment.

Let the Dispatcher 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 three (3) 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 other DAR trips.