

DIAL-A-RIDE



Passenger Guide

INCLUDES

Fares

Schedule

How it Works

Tips for Riding

Effective December 2023

Office hours:

Monday-Friday

7:30am to 5:30pm



NWConnector.org
503-366-0159

Dial-a-Ride Fares

Each Dial-A-Ride Trip has a \$3.00 pickup fare plus a charge of \$0.75 per mile after the first 8 miles.

Schedule

CC Rider operates Monday through Friday. Dial-A-Ride hours are approximately 7:30am—5:30pm. Service in North County (Rainier and Clatskanie, including Longview/Kelso) and West County (Vernonia) may be limited to designated days of the week, depending on demand.

- Dial-A-Ride service is limited to medical-necessary trips only on Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Veteran's Day, the day after Thanksgiving Day and on Christmas Eve.
- There is no Service on New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day.

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

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*

**NWConnector.org
503-366-0159**

Columbia County Rider

Serving Columbia County Community.

How the system works:

Dial-A-Ride is an on-demand, curb-to-curb 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 ready 15 minutes early to help us better service you and others.
- **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

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.

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

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: <https://nwconnector.org/portland-medical-rides-2/>

Service Area:

Dial-A-Ride, Title XIX, and Portland Medical Transportation serves all of Columbia County.



For current schedule updates and information:
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