



Cascades East Transit
343 E Antler Ave
Redmond, OR 97756
Phone: 541-385-8680
Fax: 541-548-9548
www.cascadeseasttransit.com

Dial-A-Ride is a curbside-to-curbside, **shared ride** paratransit service providing rides to the disabled community. Dial-A-Ride also provides service to low-income seniors not living near a CET Bend area fixed route. To prove eligibility as disabled, low-income disabled or as low-income senior, you must submit the appropriate application or applications. If you believe you are eligible you may reserve rides during the 30 day period you have to complete and turn in the eligibility forms. Bend Area Transit requires participation in one of 5 federal programs to prove low-income status.

Dial-A-Ride is operated seven days a week and is closed on major holidays (New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day). All of our vehicles are wheelchair accessible. Buses are available for riders Monday through Friday from 6:30 am to 6:00 pm. Saturday from 7:45 am to 5:00 pm and Sunday from 8:45 am to 3:15 pm.

You must schedule at least the day prior to your ride, and you may schedule rides up to 14 days in advance. We cannot accommodate same day rides or changes. Although rides are scheduled based on current availability, the disabled are given priority. The scheduling phone lines 541-385-8680 are open from 7:00 am to 4:00 pm Monday through Friday; Will Call Pickups can be called in until 5 pm. To cancel a ride after 7:30 pm M-Fri or to cancel a ride on Saturday or Sunday, please call 541-389-2627.

Fares are as follows with exact change required as drivers are unable to make change:

Low-Income disabled one-way ride	\$1.25	Full fare disabled one-way ride	\$2.50
Low-Income senior one-way ride	\$ 1.25	Full fare 10 ride punch pass	\$25.00
Low-Income 10 ride punch pass	\$ 12.50		

Complete the correct application and mail or fax to the address provided on the application.

DISABLED – White

If you are disabled, please submit the ADA PARATRANSIT ELIGIBILITY APPLICATION.

LOW-INCOME DISABLED – Blue

If you are disabled and also qualify as low-income, please submit both the ADA (PARATRANSIT ELIGIBILITY APPLICATION and the LOW-INCOME DISABILITY FARE ELIGIBILITY APPLICATION.

LOW-INCOME SENIOR – Orange

If you are a low-income senior, please submit the LOW-INCOME SENIOR ELIGIBILITY APPLICATION.

PERMANENT RIDES

A person with a disability needing a consistent ride (rides at the same time and to the same place during a minimum 90 day period) may submit a request to be schedule for a “permanent ride”. It can take up to 30 days to place a permanent ride onto the schedule. Once a ride has been placed, a notification letter will be sent with a start date and times. Permanent rides are given out on a first come first served basis.

WAITING LIST

If the schedule cannot accommodate a ride request, the ride request will be placed on a “waiting list”. On a daily basis, schedulers will continue to check for availability. If a desirable time, (one hour before or after requested time) becomes available and the rider declines the ride, the ride request will be removed from the list.

WILL CALL

If a rider is going to a medical appointment and does not know what time they will be done, they can request a “will call”. Will calls must be reserved at least 24 hours in advance and are limited to five per day, Monday through Friday. When the rider is finished with their appointment, they call 541-385-8680 (Press 1 for English, then 2) to request their pick up. The driver then has up to one hour to pick up the rider. Riders must call in for their will call by 5:00 pm. When the will call list is full, other riders will need to schedule a specific pick up time.

NO SHOW POLICY

A no-show is defined as “Anyone who fails to cancel a ride within one hour of the scheduled pickup time or who does not board the bus within the five minute wait time”. Three no-shows within a rolling thirty day period will result in a 30 day suspension of service.

LATE CANCELLATION

A late cancellation is defined as “any trip cancellation made after 4 pm the night before the scheduled pickup”. Excessive cancellation of over 50% of all rides scheduled with a rolling 30 day period may result in the loss of the ability to schedule a permanent ride for a six month period.

ALL VEHICLES ARE WHEELCHAIR ACCESSIBLE

