

Riders Guide for Bend Dial-A-Ride Service



FINAL
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What are my rights under the ADA?

The Americans with Disabilities Act (ADA) is a civil rights law that requires public transportation to be accessible to persons with disabilities. ADA also recognizes that some persons who have disabilities will not be able to use fixed-route bus service, even if buses have wheelchair lifts.

If you are unable to ride the bus because of a disability, the ADA provides you the right to public transportation services that are comparable to the fixed-route bus service operated by Cascades East Transit (CET). These services are sometimes known as “dial-a-ride,” “paratransit” or “demand response,” and must operate during the same days of the week and hours of the day and within a ¾-mile radius on either side of CET's fixed bus routes. Also, these services, must serve the same areas as CET's fixed-route bus service.

Cascades East Transit meets ADA requirements and has done so since inception. CET's ADA paratransit service is called CET Bend Dial-A-Ride.

CET guarantees the rights ADA provides and manages the eligibility process according to ADA regulations. CET's fixed-route bus service is the first choice for persons with disabilities who are able to use the bus for some or all rides. CET's Bend Dial-A-Ride is reserved for those who cannot use CET fixed-route bus service due to a disability.

The ADA provides persons the right to appeal an eligibility determination or a decision to end or restrict rider service privileges.

For a copy of ADA regulations governing public transportation services, visit the ADA Home Page online at <http://www.usdoj.gov/crt/ada/> or contact Cascades East Transit at (541) 385-8680. For persons with hearing or speech difficulties, call the Oregon Telecommunications Relay Service at 7-1-1.

Cascades East Transit does charge a minimal processing fee of \$0.25 per page plus postage, for providing hard-copy information.

Table of Contents

CET’s Bend Dial-A-Ride – An Overview.....	p.6
What is CET’s Bend Dial-A-Ride?	
Who provides CET’s Bend Dial-A-Ride Service?	
Is my driver qualified?	
Can I use CET’s Bend Dial-A-Ride?	
How do I apply for CET’s Bend Dial-A-Ride?	
Eligibility.....	p.6
How do I know if I am eligible for CET’s Bend Dial-A-Ride?	
Eligibility categories	
Can I change my eligibility category?	
Is my eligibility permanent?	
What are my options if I am denied or disagree with my eligibility category?	
Can I re-apply for CET’s Bend Dial-A-Ride?	
Can out-of-town visitors use CET’s Bend Dial-A-Ride?	
What if I am traveling out of town?	
Basic Service Parameters.....	p.8
When can I use CET’s Bend Dial-A-Ride?	
Where can I go on CET’s Bend Dial-A-Ride?	
What if I live outside of the CET’s Bend Dial-A-Ride service area?	
Are there special requirements for my wheelchair, scooter, or other assistive equipment?	
What if I need assistance when I travel?	
What is door-to-door service?	
Personal Care Attendants and Companion.....	p.10
What is a personal care attendant?	
What if my personal care attendant is not available?	
Can a friend or relative ride with me?	
Can children ride on CET’s Bend Dial-A-Ride?	
Can I use a service animal?	
Can a non-service animal ride with me?	
Groceries and Other Take-along Items.....	p.11
How many take-along items are allowed on the vehicle?	
What is the maximum allowable weight for take-along items?	
Who is responsible for my take-along items?	
Can the driver help me with my take-along items?	

Other Passenger Responsibilities.....p.12
 How will the driver find my home?
 What if I move?
 How should I interact with the driver?
 What do I need to know about my assistive equipment?
 What is Ordinance No. 8?
 What happens if I do not follow Ordinance No. 8?

Fares.....p.14
 How much does it cost to ride?
 What are fares for personal care attendants, guests and children?
 Should I tip the driver?
 What forms of payment does CET’s Bend Dial-A-Ride accept?
 What if I need to ride the fixed-route bus?
 Do I need to show my CET’s Bend Dial-A-Ride ID before I ride?

Scheduling a Trip.....p.15
 How do I schedule my rides?
 Will my rides be scheduled for the times I request?
 What information will I need to give the CET’s Bend Dial-A-Ride Customer Service Representative when booking my ride?
 Can I request a “will call” return?
 What if I need to change my ride?
 Scheduling tips

Subscription Service.....p.17
 Can I schedule ongoing rides without calling to schedule each individual ride?
 What if I do not need my subscription ride?

Arrivals and Departures.....p.17
 When do I need to be ready?
 Will the driver be on time?
 How will I know when a driver arrives?

Cancellations and No Shows.....p.18
 What if I cannot take my scheduled ride?
 How do I cancel a ride when the CET’s Bend Dial-A-Ride call center is closed?
 What is a no-show trip?
 What happens when I have no-show trips?
 How do I appeal a no-show trip?
 The appeals process

Inclement Weather Schedule.....p.20

Does CET’s Bend Dial-A-Ride operate in snow and icy conditions?
What if I do not wish to travel due to adverse weather conditions?

CET’s Bend Dial-A-Ride Holidays.....p.20

What holidays are observed by CET’s Bend Dial-A-Ride?

Your Questions.....p.21

Where can I get more information?
Can I get alternative versions of this CET’s Bend Dial-A-Ride guide and other written materials?
What if I have other comments or concerns?
What if I feel my rights have been violated?
How can I obtain a copy of the Americans with Disabilities Act (ADA)?
Does CET’s Bend Dial-A-Ride charge a processing fee for providing hard-copy information?

Getting Involvedp.22

How can I get involved?
Advocacy

Other Transportation Services.....p.22

Does CET’s Bend Dial-A-Ride offer other transportation services?

Contact Numbers.....p.22

CET's Bend Dial-A-Ride - An Overview

What is CET's Bend Dial-A-Ride?

CET's Bend Dial-A-Ride is a shared-ride, origin-to-destination, wheelchair-accessible transportation service for persons whose disabilities prevent them from using Cascades East Transit (CET) lift-equipped, fixed-route buses. It is sometimes referred to as a "paratransit" service. CET's Bend Dial-A-Ride picks up riders from their origin and delivers them to their destination.

Who provides CET's Bend Dial-A-Ride service?

CET contracts driving services through Paratransit Services, Inc. a regional, non-profit transportation company. CET will continue to provide dispatching, customer service and Quality Improvement (QI) services.

Is my driver qualified?

All CET's Bend Dial-A-Ride drivers must pass criminal history background and Department of Motor Vehicle (DMV) driving record checks and drug screening before they are allowed to drive. CET's Bend Dial-A-Ride drivers receive training in defensive driving, passenger safety and sensitivity, first aid and bloodborne pathogens.

Can I use CET's Bend Dial-A-Ride?

If you believe a disability prevents you from using the fixed-route bus service, you are most likely eligible for CET's Bend Dial-A-Ride services. You must complete and submit a CET Bend Dial-A-Ride eligibility application to determine eligibility in order to use CET's Bend Dial-A-Ride service.

How do I apply for CET's Bend Dial-A-Ride?

Call CET's Bend Dial-A-Ride customer service number at (541) 385-8680 or Voice-TTY at 7-1-1 to request an application. Professional verification of your disability is required on the last page of the application. You may also be asked to participate in an in-person and/or an over-the-phone interview for CET to further understand and assess your functional abilities.

Eligibility

How do I know if I am eligible for CET's Bend Dial-A-Ride?

You must meet the conditions established by the Americans with Disabilities Act (ADA) to qualify for CET's Bend Dial-A-Ride. Federal law restricts eligibility for CET's Bend Dial-A-Ride paratransit service to persons who cannot, due to a disability, utilize CET's fixed route bus services. The CET Bend Dial-A-Ride eligibility application contains a series of questions that helps CET determine whether or not you are capable of using the fixed-route bus service.

If you refuse to provide information about your degree of ability or if you are unwilling to participate

in a professional evaluation or in-person assessment by our staff, your eligibility may be denied. Eligibility is based on each person's capability, not on a specific medical diagnosis.

You will receive an eligibility letter from CET no later than twenty one (21) days after receipt of your completed application.

Eligibility Categories

Temporary Eligibility

You may qualify for temporary eligibility if you have a short-term injury or illness which prevents you from using the fixed-route bus service for a limited time period—usually from one (1) to twelve (12) months. If you qualify for temporary eligibility, your eligibility letter will indicate the date your eligibility will expire and your eligibility category.

Conditional Eligibility (ADA Category 3)

You may be conditionally eligible if your disability prevents you from using the fixed-route bus service under certain conditions. If you are conditionally eligible, you will be expected to use the fixed-route bus service for all rides that are manageable, based on your situation. If you qualify for conditional eligibility, your eligibility letter will indicate under what conditions you may use CET's Bend Dial-A-Ride and when you are expected to use fixed-route bus service.

Full Eligibility (ADA Category 1)

You may be fully eligible if your disability prevents you from using the fixed-route bus service under any condition. Applicants who qualify for full eligibility will not be expected to use fixed-route bus service under any conditions.

Can I change my eligibility category?

You may apply for a different eligibility category if you experience a change in your disability that impacts your ability to use fixed-route bus service. A change in eligibility requires professional verification and is subject to the 21 day processing period.

Is my eligibility permanent?

CET's Bend Dial-A-Ride clients are required to reapply every three years. Prior to your eligibility expiration date, you will receive a notice. If you are still using the service and would like to reapply, simply call the number on the notice and a new application will be mailed to you. You will need to complete and submit the new application, including the professional verification section, in order to renew your eligibility for CET's Bend Dial-A-Ride services.

What are my options if I am denied or disagree with my eligibility category?

If you disagree with an eligibility decision made by CET's Bend Dial-A-Ride, you have the right to appeal the decision. Prior to appealing a decision, you are encouraged to request a review of the decision by CET's Transportation Manager.

Review of a Decision

At your request, a CET's Transportation manager will conduct an independent review of the eligibility determination. The manager will review your file and, if necessary, gather additional information. If the manager agrees with the eligibility determination, you have the option to appeal the decision.

Appealing a Decision

Step 1. You request an appeal for the denial, or the conditions, of eligibility. Your request must be made in writing within sixty (60) days of the decision.

Step 2. Appeal requests are sent to the ADA Appeals Board for review.

Step 3. CET will notify you of the date, time and location of the appeals hearing. If you are so inclined, you may have someone accompany you to the appeals hearing.

Step 4. The ADA Appeals Board will make a final determination and notify you in writing within thirty (30) days after receiving the written complaint. If, after thirty (30) days, the ADA Appeals Board is unable to make a final determination regarding your application you will be given temporary eligibility until a final determination is made.

Can I re-apply for CET's Bend Dial-A-Ride?

If you have been previously denied eligibility for CET's Bend Dial-A-Ride service, you may re-apply if your situation has changed and you think that you may now be eligible for CET's Bend Dial-A-Ride.

Can out-of-town visitors use CET's Bend Dial-A-Ride?

Visitors from out of town, who are ADA eligible for ADA paratransit transportation services or who provide documentation of a disability or can self-certify a disability that prevents them from using the fixed-route bus service, may use CET's Bend Dial-A-Ride for up to twenty one (21) days without going through the application process. If a visitor stays for more than twenty one (21) days, he or she will be asked to submit a CET's Bend Dial-A-Ride application to determine eligibility.

What if I'm traveling out of town?

If you travel out of town, carry your CET's Bend Dial-A-Ride eligibility certification letter with you as proof of your ADA eligibility and call the paratransit transportation service in the community you are visiting for information on how to use their system.

Basic Service Parameters

When can I use CET's Bend Dial-A-Ride?

CET's Bend Dial-A-Ride service is available Monday through Friday. Service begins at 6:00 a.m. You must be to your final destination no later than 7:30 p.m.; Saturday service begins at 7:30 a.m. You must be at your final destination by 5:30 p.m.

Where can I go on CET's Bend Dial-A-Ride?

CET's Bend Dial-A-Ride services the same areas as CET's fixed-route bus service. CET's Bend Dial-A-Ride provides transportation anywhere within a ¼-mile radius on either side of CET's fixed bus routes. You may contact CET's Bend Dial-A-Ride at (541) 385-8680 if you have questions about whether or not an address is in the CET's Bend Dial-A-Ride service area.

What if I live outside of the CET's Bend Dial-A-Ride service area?

CET's Bend Dial-A-Ride service also provides "Beyond ADA" service. "Beyond ADA" service is provided only when capacity allows. This service is defined as anywhere within the Bend City limits but outside of the established ¾ mile radius on either side of CET's fixed bus routes. "Beyond ADA" service is also defined as any service within the Bend City limits for eligible low-income seniors.

Are there special requirements for my wheelchair, scooter, or other assistive equipment?

Although CET's Bend Dial-A-Ride wheelchair vehicles are equipped with wheelchair lifts, not all three-wheel scooters or wheelchairs will fit on the lifts. If you have a scooter or a large wheelchair, call the CET's Bend Dial-A-Ride office at (541) 385-8680, to schedule an evaluation before making your first ride request.

- Wheelchairs must be in an upright sitting position for transport.
- CET's Bend Dial-A-Ride may not be able to transport wheelchairs or scooters that are more than 30 inches wide or 48 inches long (when measured 2 inches above the ground).
- CET's Bend Dial-A-Ride may not be able to transport wheelchairs or scooters that weigh more than 600 pounds (when occupied).

Our drivers will make every reasonable attempt to board you and your mobility device onto our paratransit vehicles. If you and mobility device are unable to board, your transportation request may be denied.

If you use any assistive equipment that the driver should be familiar with, please inform a CET Bend Dial-A-Ride Customer Service Representative when booking your ride.

What if I need assistance when I travel?

The standard level of CET's Bend Dial-A-Ride service is door-to-door service or origin-to-destination. If origin-to-destination service is not needed please let the driver know during your transport.

What is origin-to-destination service?

Drivers will announce his or her presence at the entrance of your pick-up address. Drivers may offer a steadying arm or push a manual wheelchair from the entrance of your pick-up address to the vehicle or assist with carrying allowable items. At your destination, drivers will offer the same level of assistance from the vehicle to the entrance of your destination.

Drivers cannot assist you up or down stairs or through the door (past the threshold). You will need to be accompanied by a personal care attendant (PCA) if you need personalized assistance while traveling on CET's Bend Dial-A-Ride or if you need assistance when you arrive at your destination. CET's Bend Dial-A-Ride cannot supply you with a PCA.

Personal Care Attendants and Companions

What is a personal care attendant?

A personal care attendant (PCA) is someone designated or employed specifically to help you meet your personal needs. CET Customer Service Representatives will make sure there is enough room on the vehicle for you and your PCA. Your PCA must accompany you at all times while using the CET's Bend Dial-A-Ride service. Please notify a CET Bend Dial-A-Ride Customer Service Representative if your PCA uses any assistive equipment. Acting PCAs ride free of charge.

If you have a PCA, it should be noted on your CET's Bend Dial-A-Ride certification letter. If you need to ride with a PCA and it is not noted on your ID card, please call CET's Bend Dial-A-Ride at (541) 385-8680 so that your ID may be updated.

What if my personal care attendant is not available?

If your PCA will not be available to ride with you, please avoid a no-show trip or a risk to your safety by either finding a substitute PCA or by contacting CET's Bend Dial-A-Ride to cancel your ride at least sixty (60) minutes before your scheduled pick-up time. CET's Bend Dial-A-Ride drivers are not able to provide additional assistance if your PCA is not available.

Can a friend or relative ride with me?

You may have at least one guest accompany you on a trip, in addition to a personal care attendant (a PCA is not considered a guest). Additional guests may accompany you on a space-available basis. When requesting your ride, you must notify the CET's Bend Dial-A-Ride Customer Service Representative if you plan to travel with a guest, or guests, and if your guest(s) uses any assistive equipment.

Guests are required to pay the regular CET's Bend Dial-A-Ride fare and must accompany you from your pick-up address to your drop-off address.

Can children ride on CET's Bend Dial-A-Ride?

Children under the age of twelve (12) must be supervised at all times by a responsible adult while riding on CET's Bend Dial-A-Ride. You **MUST** provide an approved child safety seat for children who cannot be safely secured in a seat belt. Below are some additional requirements for taking children on CET's Bend Dial-A-Ride buses:

- Child passengers **MUST** be restrained in approved child safety seats until they weigh forty (40) pounds.
- Infants **MUST** ride rear-facing until they reach both one (1) year of age **AND** twenty (20) pounds.
- Children over forty pounds must use boosters to 4'9" tall unless they have reached age eight (8).
- Children under the age of ten (10) may ride free with a fare-paying adult, limit three (3)

children.

- Children accompanying you will be considered as guests regardless of whether or not they are charged a fare to ride.

Can I use a service animal?

Animals are admitted on CET's Bend Dial-A-Ride vehicles as service animals if either of two testing conditions is met:

- Answer the question: "Is the animal a service animal?"
- The animal's owner explains what essential "tasks or functions" the animal performs that the owner cannot otherwise perform.

Service animals are defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability." You may be asked to remove your animal from the vehicle should your animal not remain under your full control at all times or displays aggressive or disruptive behaviors towards others.

Can a non-service animal ride with me?

A non-service animal may accompany you on a CET's Bend Dial-A-Ride vehicle as long as both of the following conditions are met:

- The animal is safely secured in a safe and appropriate kennel, cage, or other secured container.
- Transporting the animal in this manner does not violate any other CET Bend Dial-A-Ride rules. The rules which generally need consideration are the space allowances for take-along items (a 2'x2'x2' cube).

Groceries and Other Take-along Items

How many take-along items are allowed on the vehicle?

Passengers are allowed to take up to four (4) standard-sized, grocery bags each, or other items which take up an equivalent space (2'x2'x2'—a two (2) foot cube).

What is the maximum allowable weight for take-along items?

Each item must not weigh more than twenty five (25) pounds.

Who is responsible for my take-along items?

You or your PCA are responsible for all of your personal belongings, such as medicine, medical records, lunch boxes, packages, etc. These items are not the driver's responsibility.

Can the driver help me with my take-along items?

Drivers may assist you in loading and unloading your items from and to the curb. If you need additional assistance, you must provide a small folding shopping cart that is no larger than 18-by-18

inches and 30 inches high (excluding wheels and handles). The driver may assist (at his or her discretion) in placing your items into the cart. Please note the safety of CET's Bend Dial-A-Ride drivers needs to be considered when they are asked by riders to assist with loading and unloading heavy or bulky items. If you do need assistance with items, please request this additional assistance when you call in your ride request. Please also note the driver cannot carry your items from the vehicle to your door or provide assistance beyond the entrance threshold at your pick-up or destination addresses.

Other Passenger Responsibilities

How will the driver find my home?

Make sure that the address on your residence is clearly visible from the street, especially after dark. If your address is readily visible the CET's Bend Dial-A-Ride driver will be able to find your residence quickly. Please be sure to give any special directions to the CET's Bend Dial-A-Ride Customer Service Representative when you schedule your ride.

What if I move?

If you move, or are using a temporary address, please notify a CET's Bend Dial-A-Ride Customer Service Representative of the change as soon as possible.

How should I interact with the driver?

Please cooperate with CET's Bend Dial-A-Ride drivers and follow their instructions. CET's Bend Dial-A-Ride drivers are not allowed to engage in unnecessary conversation with passengers. If you have questions during your trip, the driver will gladly help. However, for safety reasons, distractions must be kept to a minimum.

What do I need to know about my assistive equipment?

If you use any assistive equipment, including, but not limited to, a wheelchair, please keep it in good condition. CET's Bend Dial-A-Ride drivers are responsible for the safety of their passengers. Your wheelchair may be considered to be unsafe if the wheels or other parts are broken or if a power wheelchair has a dead battery and cannot be moved without considerable effort by the driver.

Safety Tip

Please make sure that your assistive equipment, including controls, are in good-working condition and, if powered, fully charged.

What is Ordinance No. 8?

CET's Ordinance No. 8 is an Ordinance which establishes regulations for the use of CET facilities, including but not limited to CET's fixed-route buses, CET bus stops and stations and CET's Bend Dial-A-Ride vehicles.

The following is a brief overview of the most common issues addressed by CET's Ordinance No. 8.

What safety rules should I be concerned about?

All passengers must comply with safety rules, which include:

- No smoking
- No eating
- No drinking
- No playing of radios or other noise-generating equipment without earphones
- Seat belts must be worn at all times

All passengers must wear seat belts. Passengers in wheelchairs or scooters must be secured in their mobility devices and the devices must be secured to the floor. Children who are unable to use a regular seat and safety belt must have an appropriate child safety seat provided by his or her parent or guardian.

What if I am unable to use a seat belt?

Passengers who are unable to use a seat belt must have a Department of Motor Vehicles (DMV) seat belt exemption card with them while traveling. Clients without an exemption card are required by law to wear a seat belt. Clients refusing to wear a seat belt without an exemption card will be denied transportation.

Special rules concerning your behavior

All passengers are expected to exhibit appropriate behavior while riding in CET's Bend Dial-A-Ride vehicles and interacting with other passengers or CET's Bend Dial-A-Ride employees. Service may be refused to passengers who are intoxicated, under the influence of drugs, or may be dangerous or disruptive. The following behaviors will not be tolerated:

- Fighting
- Throwing objects
- Pushing
- Shouting
- Spitting
- Rough and/or disruptive behavior
- Vulgar language

Forbidden objects on CET's Bend Dial-A-Ride vehicles

- Firearms and other weapons of any type
- Hazardous chemicals
- Flammable liquids
- Explosives
- Acid
- Any liquid that could spill and/or has an offensive odor
- Any other articles or materials likely to cause harm to others or damage to vehicles

No person shall bring aboard a CET Vehicle any food or beverages in open containers. And, no person shall consume food or beverage while on a CET Vehicle. Disposable paper cups and plastic cups with snap-on lids are **NOT** considered closed containers.

What happens if I do not follow Ordinance No. 8?

All passengers are subject to CET's Ordinance No. 8 regulations. Violation of listed regulations could result in exclusion (suspension) from service.

If violations result in exclusion from service, the passenger will receive a Notice of Violation. The minimum exclusion from service is ten (10) days. All service exclusions are eligible for appeal as stated in the Notice of Violation form.

Fares and CET's Bend Dial-A-Ride

How much does it cost to ride?

- The standard cash fare is \$2.50 per one-way trip.
- You **MUST** have exact change, as drivers do not carry change. Also, drivers are not permitted to search purses, pockets, or backpacks for a rider's fare.

If you do not have fare when the CET's Bend Dial-A-Ride vehicle arrives to pick you up you may be refused transportation.

What are fares for personal care attendants, guests, and children?

If you require assistance from a personal care attendant (PCA), and that provision is indicated in your client file your PCA may ride with you free of charge. If you require assistance from a PCA and do not have a PCA provision indicated in your CET Client file, please call CET's Bend Dial-A-Ride at (541) 385-8680.

Guests (persons, other than your PCA, accompanying you) pay the same fare as CET's Bend Dial-A-Ride riders, \$2.50 per one-way trip. Children under the age of six (6) may ride free with a fare-paying adult, limit two (2) children.

Should I tip the driver?

CET's Bend Dial-A-Ride drivers are not allowed to accept tips.

What forms of payment does CET's Bend Dial-A-Ride accept?

CET's Bend Dial-A-Ride drivers accept cash payment only. Drivers cannot make change. CET's website, Hawthorne Market, or Antler location offices accept credit cards. You may purchase CET tickets from any CET Bend Dial-A-Ride driver or directly from the CET website, Hawthorne Market, or Antler CET offices. If you would like to purchase CET tickets directly from CET's Bend Dial-A-Ride, please call (541) 385-8680 for visit the website at www.cascadeseasttransit.com.

What if I need to ride the fixed-route bus?

If you are conditionally eligible (ADA Category 3), you may be required to ride on the fixed-route bus system in some situations. If you have been certified as conditionally eligible you may ride the fixed-route bus system at the reduced fare rate of \$1.25.

If you require assistance from a PCA, your PCA may accompany you on the fixed-route bus system free of charge. If you require assistance from a PCA, show the driver your reduced fare pass and identify your PCA to the driver. If you have any questions please call CET Bend Dial-A-Ride at (541) 385-8680.

Any guests, other than your PCA, must pay the standard fixed-route bus fare (unless your guest qualifies for reduced fare, in which case he or she will need to pay the appropriate reduced fare). The standard fare for the fixed-route bus system is \$2.50 per day pass.

Children under the age of 6 (six) may ride free with a fare-paying adult, limit two (2) children.

Scheduling a Trip

How do I schedule my rides?

As an eligible client for Bend complementary ADA rides, you may request a ride from one (1) to fourteen (14) days in advance by calling the CET's call center at (541) 385-8680. To talk to a customer service representative, please call Monday through Friday from 7:00 a.m. to 5:00 p.m. You may also leave a message after 5:00 p.m. Monday through Friday or on Saturday or Sunday. The date and time of each call is time stamped. After 5:00 p.m. Monday through Friday, the call center phone lines remain open until 6:00 p.m. for general information and ride cancellations.

If leaving a message outside of the Monday-Friday 7:00 a.m. to 5:00 pm hours, provide the following information when requesting a ride:

- Name, address, and phone number.
- Pick-up address.
- Destination name, address, and phone number.
- Desired pick-up, appointment—if applicable, and return times.
- Whether you will be traveling with a Personal Care Attendant (PCA), service animal, and/or guest(s).
- Any assistive equipment you, your PCA, or your guest(s) may be using.
- Any special directions: how to find locations, a specific entrance you will be at, etc.

Will my rides be scheduled for the times I request?

The ADA allows CET's Bend Dial-A-Ride to negotiate a time with you which is +/- one hour from the time of your request. *For example, if you request a pick-up time of 11:30 a.m., a CET Bend Dial-A-Ride Customer Service Representative may offer you a time between 10:30 a.m. and 12:30 p.m.* Customer Service Representatives will try to accommodate your requested times. However, some requested times may need to be negotiated so that the CET's Bend Dial-A-Ride program is not booked beyond capacity.

Customer Service Representatives will do their best to work with you and help you to ensure that your rides are scheduled practically and appropriately.

What information will I need to give the CET's Bend Dial-A-Ride Customer Service Representative when booking my ride?

- Your name, address, and phone number.
- Your pick-up address.
- Your destination name, address, and phone number.
- Your desired pick-up, appointment—if applicable, and return times.
- If you will be traveling with a PCA, service animal, and/or guest(s).
- Any assistive equipment you, your PCA, or your guest(s) may be using.
- Any special directions: how to find locations, a specific entrance you will be at, etc...

Can I request a “will call” return?

The CET's Bend Dial-A-Ride program does offer, in limited numbers, the scheduling of a “will-call” return. However, “will-call” returns are limited to ensure the program is able to remain efficient. Typically, “will-call” returns are reserved for appointments such as medical appointments. CET's Operations Managers may make exceptions on a case-by-case basis.

To request your scheduled “will call” return ride, please contact (541) 385-8680 and discuss the “will call” return option with a Customer Service Representative.

What if I need to change my ride?

All changes must be called into CET's Bend Dial-A-Ride Customer Service Representatives. Drivers are not permitted to make schedule changes.

Scheduling Tips

Expected travel time

It is recommended that you plan for travel time equivalent to that on the fixed-route bus service. Your maximum travel time on a CET's Bend Dial-A-Ride vehicle should not exceed one (1) hour. Occasionally your travel time may go over the one (1) hour depending on traffic, weather conditions, etc.

Rides to and from locations with multiple entrances

If you are traveling to or from a shopping center, medical center, or any other location with multiple entrances, please specify an entrance where CET's Bend Dial-A-Ride should pick you up, or drop you off.

Rides to scheduled appointments

If you are riding to a scheduled appointment, you should plan to get to your destination fifteen (15) minutes before your appointment time to allow for unforeseeable delays.

Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside,

Returns from medical appointments

When requesting a ride to a medical appointment, make sure your scheduled return pick up time allows you enough time for your appointment.

Subscription Service

Can I schedule ongoing rides without calling to schedule each individual ride?

If you go to and from the same places at the same times on the same days of the week on at least a weekly basis, you may schedule a subscription, or ongoing, ride. The subscription ride can be called in 14 days in advance.

For example, if you go from home to the grocery store on Mondays at 8:00 a.m. and return at 10:00 a.m. on a weekly basis, you could schedule the ride as a subscription, or ongoing, ride.

What if I do not need my subscription ride?

Subscription rides are subject to the same rules as other CET's Bend Dial-A-Ride rides. If you do not need your subscription ride for a day, or span of days, please call in to cancel your ride(s).

Arrivals and Departures

When do I need to be ready?

- For pre-scheduled, initial pick-up times (usually from your home), a CET's Bend Dial-A-Ride vehicle could arrive at any time during your thirty (30) minute window. *For example, if you are scheduled to be picked up from your home at 8:30 a.m., a CET's Bend Dial-A-Ride vehicle should arrive between 8:30 a.m. and 9:00 a.m.*
- *Rides scheduled for an appointment times the CET vehicle could show up 1 hour and 5 minutes prior to your appointment time. For example, if you are scheduled to be at the doctor at 10:00 am your home pick up window would be as early as 8:55 am.*
- For pre-scheduled return times (out in the community), a CET's Bend Dial-A-Ride vehicle should arrive no later than thirty (30) minutes after your scheduled return time. *For example, if you are scheduled to be picked up from a supermarket at 1:30 p.m., a CET's Bend Dial-A-Ride vehicle should arrive between 1:30 p.m and 2:00 p.m.*
- For "will call" returns (out in the community), a CET's Bend Dial-A-Ride vehicle should arrive no later than sixty (60) minutes from the time you notify CET's Bend Dial-A-Ride that you are ready for your return. *For example, if you call for your return at 3:15 p.m, a CET's Bend Dial-A-Ride vehicle should arrive between 3:15 p.m. and 4:15 p.m.*

"Will call" returns can take up to sixty (60) minutes for the driver to arrive so it's important you have a

waiting location that is safe and shelters you from the elements until your driver arrives.

Will the driver be on time?

CET's Bend Dial-A-Ride drivers make every effort to arrive on time. Please keep in mind that the CET's Bend Dial-A-Ride program is a shared-ride service. Other clients may be picked up and dropped off before you reach your destination. Unexpected delays sometimes occur due to traffic, vehicle problems, passenger delays or weather conditions.

How will I know when a driver arrives?

When a CET Bend Dial-A-Ride driver arrives, he or she will announce his or her arrival at the entrance of the pick-up address.

CET's Bend Dial-A-Ride drivers, upon arriving in the appropriate time window, are required to wait for you for five (5) minutes. After waiting five (5) minutes, if you are not present and ready for transport, the driver will be directed to leave without you.

If a driver does not arrive during the appropriate time window please call a CET Bend Dial-A-Ride Customer Service Representatives at: (541) 385-8680.

Cancellations and No Shows

What if I cannot take my scheduled ride?

If for any reason you are unable to take your scheduled ride, you must notify a CET's Bend Dial-A-Ride Customer Service Representative at least **sixty (60) minutes before your scheduled pick-up time.**

How do I cancel a ride when the CET's Bend Dial-A-Ride call center is closed?

If you need to call in a cancellation outside of CET's Bend Dial-A-Ride's call center hours (7:00 a.m. to 4:00 p.m. Monday through Friday), please call the CET's Bend Dial-A-Ride call center at (541) 385-8680 and leave a voicemail for a Customer Service Representative. Please be sure to leave your name, phone number, and the date(s) and time(s) of the ride(s) you wish to cancel.

If your ride is scheduled to occur before the CET's Bend Dial-A-Ride call center will be open and able to receive your message, please call (541) 385-8680 and leave a voicemail canceling your transportation request.

What is a no-show trip?

A no-show trip is when:

- You fail to cancel your trip at least thirty (30) minutes before your scheduled pick-up time.
- You fail to meet the vehicle at your designated pick-up location.
- You are not ready to go at your scheduled pick-up time (after driver has waited for five (5) minutes within the appropriate time window).

What happens when I have no-show trips?

Within a 30-day period, if you have three or more no-shows, OR no-shows which are 10 percent of your completed trips (whichever is greater), will be grounds for service suspension. Only no-shows and late cancellations which are within your control will be counted toward the policy. The standard suspension duration is ten (10) service days.

If you are a no-show on a ride starting from your home, you must contact CET's Bend Dial-A-Ride and cancel any other scheduled trips no longer needed that day to avoid receiving additional no-shows.

When you have at least two (2) no-show trips within a rolling thirty (30)-day period, you will receive a warning letter stating that any additional no-show rides may result in a suspension of service.

All clients will be given fourteen (14) days of notice before a suspension of service takes effect.

How do I appeal a no-show trip?

If your service is scheduled for suspension due to a series of no-show trips, you may request a review of the decision by calling CET's Bend Dial-A-Ride at (541) 385-8680. A CET's Operations manager will conduct an independent review of the decision. The manager will review the file and, if necessary, gather additional information. You may be asked to participate in an in-person interview.

CET's Operations Manager will make every effort to complete the review process as soon as possible and you will be notified in writing within five (5) business days of the review decision.

If you are not satisfied with the outcome of the review, you may initiate an appeal.

The appeals process

In order to appeal a CET's Operations manager's independent review you must submit the appeal in writing within fourteen (14) days of receiving notice of the review decision. The written appeal should be submitted to:

CET Transportation Manager
1250 Bear Creek Rd
Bend, OR 97701

CET will notify you of the date, time and location of the appeals hearing. If you are so inclined, you may have someone accompany you to the appeals hearing.

"Suspension of service" appeals will be heard by CET's Americans with Disabilities Act (ADA) Appeals Board. The board will review the documentation provided by you and CET staff. The board will also accept testimony from you.

The ADA Appeals Board will review the appeal, make a final decision, and notify you within fifteen (15) days of the final decision. When this final determination is made the appeals process is complete.

Your CET's Bend Dial-A-Ride service will not be affected during the appeals process. If the final determination supports a suspension of service, you will be given fourteen (14) days of notice before a suspension of service takes effect.

The ADA Appeals Board will make a final determination and notify you in writing within thirty (30) days after receiving the written complaint. If, after thirty (30) days, the ADA Appeals Board is unable to make a final determination regarding your application you will be given temporary eligibility until a final determination is made.

Inclement Weather Schedule

Does CET's Bend Dial-A-Ride operate in snow and icy conditions?

CET's Bend Dial-A-Ride vehicles may be delayed when roads become slippery. Service may be temporarily suspended if road conditions are deemed unsafe. Should road conditions cause CET to cancel regular bus service, the CET's Bend Dial-A-Ride service may also be canceled and will operate only to return you home if you are in the community.

During snowy or icy weather, listen to the radio, watch local weather reports, or call the CET's Bend Dial-A-Ride call center at (541) 385-8680 for updates on service. You can also check the CET website (www.CascadesEastTransit.com) for service updates during inclement weather.

CET's Bend Dial-A-Ride will make every effort to accommodate life-sustaining medical trips (such as dialysis and cancer treatments) as long as vehicles are allowed on the roads.

What if I do not wish to travel due to adverse weather conditions?

If you do not wish to travel due to adverse weather conditions, please call the CET's Bend Dial-A-Ride call center at (541) 385-8680 to cancel your ride as soon as possible. You are encouraged to cancel rides if you feel unsure of your ability to safely wait for and get to and from a CET's Bend Dial-A-Ride vehicle.

CET's Bend Dial-A-Ride Holidays

What holidays are observed by CET's Bend Dial-A-Ride?

CET's Bend Dial-A-Ride does not provide service on:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Fourth of July (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Your ride request for the day after a holiday may be called in until 4:00 p.m. on the holiday. All holiday

calls will be answered by the CET's Bend Dial-A-Ride call center's voice mail system. The date and time of each call is time stamped.

Your Questions

Where can I get more information?

For more information about CET's Bend Dial-A-Ride or CET's scheduled, fixed-route bus service, call (541) 385-8680 or Voice TTY 7-1-1 during office hours (7:00 a.m. - 6:00 p.m., Monday - Friday).

Can I get alternative versions of this CET's Bend Dial-A-Ride guide and other written materials?

You can obtain alternative versions of written material by calling CET's Bend Dial-A-Ride at (541) 385-8680. The materials can be provided in large print or other digital formats.

What if I have other comments or concerns?

CET's Bend Dial-A-Ride wants to hear your comments and concerns. Customer Service Representatives at (541) 385-8680 will answer all questions and document all complaints, compliments and comments. Documentation is reviewed and actioned by a member of the CET's Bend Dial-A-Ride administration.

What if I feel my rights have been violated?

CET believes in its obligation to provide the best ADA paratransit service possible and will actively try to resolve any complaints of non-compliance immediately. If you feel your rights have been violated, you are encouraged to try and resolve the issue at the local level before contacting the FTA.

The FTA considers an ADA violation to be a consistent operational practice that would discourage a person from using the provided paratransit service, or an operational practice that artificially limits the demand for service.

If you feel that CET is in violation of the Americans with Disabilities Act (ADA), all regular channels for complaints have been exhausted, and the practice still exists, call the Federal Transit Administration (FTA) Civil Rights Office in Seattle, WA at (206) 220-7954.

How can I obtain a copy of the Americans with Disabilities Act (ADA)?

For a copy of ADA regulations governing public transportation services visit the ADA Home Page at <http://www.usdoj.gov/crt/ada/> or contact CET's Bend Dial-A-Ride at (541) 385-8680. For persons with hearing or speech difficulties, call the Oregon Telecommunications Relay Service at 7-1-1.

Does CET's Bend Dial-A-Ride charge a processing fee for providing hard-copy information?

CET's Bend Dial-A-Ride does charge a minimal processing fee, \$0.25 per page plus postage, for providing hard-copy information.

Getting Involved

How can I get involved?

You can get involved in advising CET's Board of Directors on matters pertaining to specialized transportation for senior and disabled communities through the Regional Public Transportation Advisory Committee (RPTAC). The RPTAC is an advisory committee made up of community representatives, specialized transportation users, transportation partners, advocates, and representatives of seniors and people with disabilities. The committee meets monthly to review issues related to CET's Bend Dial-A-Ride service and other special transportation topics. For information about getting involved, visit <https://coic2.org/ptac/> or call (541) 385-8680 or Voice TTY 7-1-1.

Advocacy

The following are some examples of ways that you can be supportive of CET's Bend Dial-A-Ride:

- Attend public hearings regarding transportation services.
- Write to elected officials in support of the program.
- Talk to family and friends about what the service means to you.
- Request to be on the RPTAC mailing list.

Other Transportation Services

Does CET's Bend Dial-A-Ride offer other transportation services?

CET's Bend Dial-A-Ride staff may be able to offer or refer you to other transportation programs. For more information call (541) 385-8680.

Contact Numbers

CET's Bend Dial-A-Ride Scheduling and Information.....(541) 385-8680

Oregon Telecommunications Relay Service.....7-1-1