



**Cascades East Transit**  
343 E Antler Ave  
Redmond, OR 97756  
Phone: 541-385-8680  
Fax: 541-548-9548  
[www.cascadeseasttransit.com](http://www.cascadeseasttransit.com)

## DIAL-A-RIDE ELIGIBILITY

Dear Valued Client,

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. 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. CET's Bend Dial-A-Ride requires participation in one of 5 federal programs to prove low-income status.

CET's Bend Dial-A-Ride service 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). Services are available Monday through Friday beginning 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. Sunday complementary service begins at 8:30 am. You must be at your final destination by 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. Although rides are scheduled based on current availability, ADA and LID applicants are given priority. Once you have made your ride reservation, you will be given a pick up window in which to expect your driver. When scheduling your rides, 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 choose to leave a message after 5:00 p.m. Monday through Friday or on Saturday or Sunday to request ride reservations. 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. Will Call Pickups can be called in until 5 pm.

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.

**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 5 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.

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).

Sincerely,

Customer Service  
**Cascades East Transit**  
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