

Riders Guide for Snake River Access

Snake River Access and **Snake River Access “PLUS”** are two separate services with different purposes and conditions of use. This guide provides information for these services.

For more information, please contact the Snake River Access customer service representative at (541) 881-0000.

Snake River Access is curb-to-curb (door-to-vehicle assistance accommodations are available) transportation for eligible individuals **whose trip begins and ends within 3/4 mile of the Snake River Transit bus route.**

- Eligible users are individuals with disabilities whose disability prevents using the fixed-route bus service.
- Include the procedures for requesting special accommodations on notices of public meetings.
- T
- Visitors are eligible to participate for at least 21 days in a 365-day period under the following circumstances:
 - Individuals with ADA para-transit eligibility certification from another transit system;
 - Individuals with proof of out-of-town residency (proof of disability may also be required if not apparent).
- The service hours and days of Snake River Access are 6:00 am to 6:00 pm, Monday through Friday.
 - Eligible Individuals who need door-to-vehicle assistance must call to request service the day before the ride is needed. No same day requests for door-to-vehicle service are available at this time.
- One-way fare is \$2.00.
- Eligible individuals must call to request service the day before the ride is needed. No same day requests are available at this time.
- Snake River Access is a shared-ride service and is not a taxi.
- **Individuals with disabilities can apply for Snake River Transit Access** by calling (541) 881-1000 for application materials. Application assistance will be provided.

Snake River Access “PLUS” is a curb to curb transportation offered within a five mile radius of Ontario, Oregon, and in the city limits of Nyssa and Vale. *Sorry, we are not able to provide this service in Payette County at this time.*

- Snake River Access “PLUS” is open to the general public on a first-come, first served basis.
 - **Ontario:** Service days and hours are Monday – Friday 8:00 – 4:00 p.m. The fare is \$3.00 for a one-way ride.
 - **Nyssa:** Service hours and days are Monday to Friday 10 am to 2 PM. The fare is \$1.50 for a one-way ride.
 - **Vale:** Service hours and days are Tuesdays and Thursdays from 9:00 – 3:00 p.m. The fare is \$1.50 for a one-way ride.
 - **Ontario to Nyssa:** Monday through Friday. The service leaves Ontario at 8:10, and leaves Nyssa to return to Ontario at 2:45. Fare is \$8.00 one way.
- To apply for Snake River Transit Access, call (541) 881-0000.
- Snake River Access “PLUS” is a shared-ride service and is not a taxi.
- People wishing service must call at least two days before the ride is needed.
- PLEASE NOTE: Service is limited due to funding. If necessary, we will limit trip purposes to medical trips and work-related trips.

Snake River Access and Access “PLUS” is not available on New Year’s Day; Martin Luther King Day; President’s Day; Memorial Day; Fourth of July; Labor Day; Veterans Day; Thanksgiving Day; and Christmas Day.

Other transportation services are available in the Malheur and Payette County region:

- Malheur Council on Aging and Disabilities offers medical transportation in the region. Other kinds of trips may be available. For more information, contact (541) 881-0000.
- Oregon Medicaid (Oregon Health Plan Plus) offers transportation service to eligible clients. Call the Cascade East Ride Center Brokerage at 1-866-385-8680.
- Idaho Medicaid clients should call directly to Idaho Medicaid at least two weeks in advance for authorization.
- A taxi may be available; please call directory assistance for more information.

To Request a Ride:

For both Snake River Access and Snake River Access “PLUS”, you can schedule a ride by calling (541) 881-0000 any day of the week during office hours of 9 am to 4 PM, and on Sunday between 9 am to 4 pm. (Sunday requests are taken by an answering machine; you will be contacted as soon as possible on Monday morning regarding your request.)

You may request a ride from one up to 14 days in advance of your appointment.

- We do not offer same-day ride requests at this time.
- Scheduling multiple trips at one time may be limited so that we are able to serve more people.

Snake River Transit uses a one-hour window when scheduling your ride. This means if you request the trip at 10 am, we will schedule your pick up from 9:30 to 10:30 am. You may want to request your trip at least 15 to 30 minutes before your appointment to account for unforeseen delays. We make all attempts to schedule the ride when it is requested and Snake River Access makes every effort to fulfill all ride requests. Remember, this is a shared ride service and we need this flexibility to serve as many people as possible.

Sometimes we will need to change the schedule or cancel a request. If Snake River Access is unable to fulfill your request, you will be called the evening before your ride, usually by 5:30 p.m.

Ride Tip: When requesting a ride, please tell the Snake River Access representative if you have some flexibility in your time or day of travel. This will help Snake River Access create a schedule that will meet the needs of as many people as possible.

Have your entire ride information ready before dialing. You will need to tell the Snake River Access customer service representative the following information:

- Your name, address, and phone number,
- The address of your destination,
- Your desired arrival and return times (*see When should I request my return ride, below*),
- If you will be traveling with a personal care attendant or a guest, and
- Any assistive equipment you may be using, such as a wheelchair, oxygen and service animal. You will be asked for the size and weight of your wheelchair when occupied for safety and planning purposes.

When should I request my return ride?

If you are sure of your exact return time, you can set a time for your return ride at the same time that you request that ride. If you are not sure of your exact return time, your return ride will be a “will-call.” Call the Snake River Access office when you are ready and they will arrange your return ride as soon as possible.

Ride Tip: When requesting a ride to a medical appointment, do not set a return time unless you are absolutely certain that your appointment will be completed by that time; the duration of doctor appointments can be highly unpredictable.

When do I need to be ready?

Please be ready at least 15 minutes prior to your scheduled pick up time. The bus might come 15 minutes early to 15 minutes late.

Once they arrive, drivers can wait only five minutes and will not return to pick you up if you are not ready. After waiting five minutes, your trip will be recorded as a no-show if the bus leaves without you. Drivers must pick-up the next rider who is waiting.

Ride Tip: Snake River Access will pick you up at the same place where you were dropped off. You may be picked up by a different driver from the one who dropped you off, so please watch for the bus and try to make it easy for the driver to find you.

How do I Cancel a Ride?

If you are unable to make your scheduled ride for any reason, please let us know as soon as possible so that other passengers may use the space.

- Please cancel at least TWO HOURS before the scheduled appointment time.
- If you have an early morning ride that you need to cancel before office hours, call Snake River Access at (541) 881 0000 and leave a message on the machine.

Rides that are not canceled at least two hours before the scheduled appointment time will be recorded as no-shows.

What is a no-show? A no-show is when:

- You fail to cancel your trip at least two hours before your scheduled pick-up time;
- You fail to meet the bus at your designated pick-up location; OR
- You are not ready to go at your scheduled pick-up time (a five-minute allowance will be made).

What happens if I don't show up for my ride?

If you receive five no-shows within a six-month period, your Snake River Access service will be temporarily suspended for 30 days. A no-show will not be recorded if you miss a ride due to hospitalization or an unplanned medical appointment associated with a medical emergency.

How do I appeal a service suspension or no-show?

You will receive notice of service denials and each no-show recorded for a ride you missed. If your service is being suspended due to a series of no-shows, you can request a review of the decision by calling Snake River Access at (541) 881-0000 within 14 days of receiving notice of the suspension. A manager will review your file and, if necessary, will talk with you or others to gather additional information.

If you are still dissatisfied with the review decision, you may appeal. To appeal, you will have to send a written request describing why you disagree with the decision. Send your appeal request to:

Snake River Access
PO Box 937
Ontario. OR 97914

When You Are On the Bus, the Following Rules Apply:

Driver Responsibilities and Conduct:

- Drivers are responsible for the operations of the bus and the safety of the passengers.
- Drivers will treat all passengers with courtesy and respect.
- Drivers will provide passenger assistance on and off the bus as needed.
- Drivers will operate the lift and secure mobility devices.
- Drivers will provide service information.
- Service is curb to curb: drivers will not leave the bus unattended to escort or retrieve a passenger in a building, or out of sight of the bus.
- Drivers will not accept changes in destination or trip cancellations.
- Drivers will carry up to two packages the size of grocery sacks not exceeding 30 pounds (total weight) to the door, but not through the door. The driver will place packages at the nearest convenient flat spot.
- Drivers will contact 911 for any behavior that appears to be illegal, including verbal abuse that is disruptive to the operation of the vehicle.
- Drivers do not accept tips or gratuities.

Passenger Rules:

- Please bring exact change for the fare; drivers do not make change.
- No smoking.
- Seatbelts are required, unless the passenger has a current exemption issued by the DMV.
- Securement of mobility devices is required.
- Oxygen is allowed – only portable tanks, please.
- Service animals are allowed and must be in the control of the user. Service animals are trained to provide a specific service. No pets and comfort animals.
- Personal care attendants are welcome, and may ride for free. Each passenger on Snake River Access may bring one guest who is responsible for paying a fare.
- No eating or drinking on the bus.
- Radios, IPODs and other devices are allowed with headsets.
- Keep voices low when using cell phones.
- Passengers must cover and contain body fluids to prevent seepage and spills.
- The number of packages allowed on the bus is limited to the amount the passenger can secure at their seat.
- Passengers must not disrupt the operations of the bus including distracting the driver – this is a strict safety requirement. Drivers will call 911 in cases of serious disruptions and potentially illegal activities.
- Failure to following the passenger rules may result in a suspension of service.