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Umpqua Rides

Passenger's Service Guide

January 2022

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All Umpqua Rides Paratransit Documents may be obtained in alternate formats by calling 541-671-3691 press 1 for UTrans or 888-232-8121 or 711(TRS)



A message from Cheryl Cheas
UPTD General Manager

Dear Umpqua Rides Riders,

UPTD is committed to providing all riders with convenient and reliable transit service through its fully accessible fixed route buses and Umpqua Rides paratransit service is available for trips for qualifying individuals where a disability prevents a passenger from the use of a fixed route bus. Trips must begin and end within $\frac{3}{4}$ of a mile of the fixed route bus route. Each year hundreds of customers who have disabilities ride the fixed route buses as well as receive rides on our paratransit service. We at UPTD appreciate our customers and continue to strive to give you the best transit service possible. Umpqua Rides meets and exceeds the guidelines of the Americans with Disabilities Act (ADA), and UPTD works closely with local disability groups to seek ways to further improve our programs and services.

In addition, Umpqua Rides Dial A Ride service is available for seniors and people with disabilities in the more rural communities outside of the ParaTransit service area within the UPTD service area.

We are most successful in providing high quality services when UPTD and its customers work together. To meet the continuing need to provide more trips to more people, we must put UPTD resources to best use. That's where you can help.

You make a difference when you:

- Choose the fixed route bus for a trip, whenever possible
- Have an exact fare ready each time you board
- Are ready to board the UPTD vehicle at the start of the pickup window
- Cancel unneeded rides in advance

Each customer counts, and you can help us provide you and your fellow riders with the best service possible. We look forward to serving you.

Sincerely,

Cheryl L. Cheas
UPTD General Manager



Welcome to the Umpqua Rides Program

The Umpqua Rides paratransit program is an origin to destination shared-ride, public transportation service for people with disabilities that prevent them from using UPTD regular fixed route bus service for some or all of their trips. Umpqua Rides ParaTransit service operates during the same hours and covers the same geographic area as regular UPTD fixed route service in Roseburg.

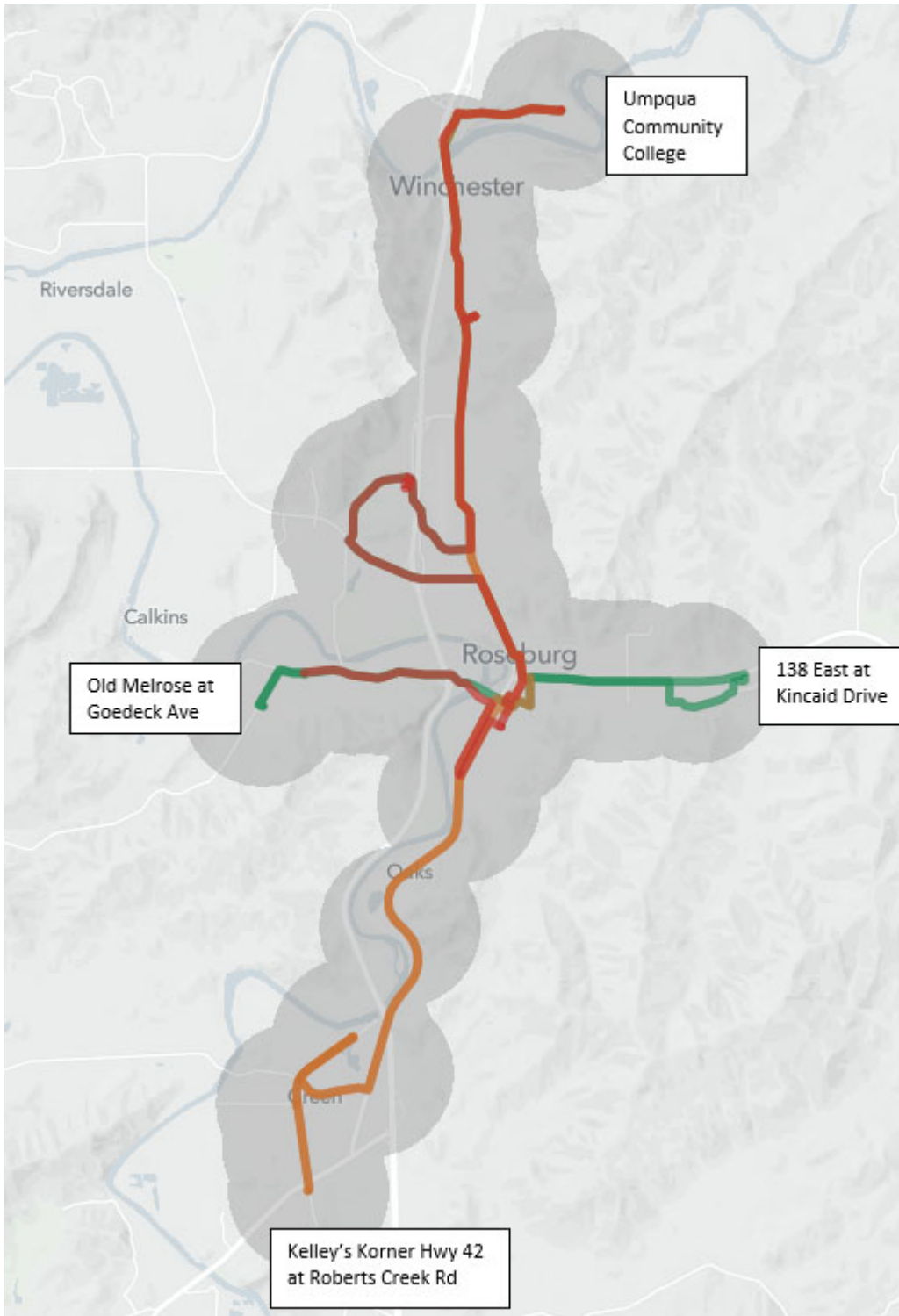
Who can use Umpqua Rides ParaTransit Service?

- Umpqua Rides ParaTransit service is available only to people who have a physical and/or mental disability that prevents them from independently using UPTD fixed route buses for some or all of their trips.
- You must apply and be certified as eligible before scheduling your first Umpqua Rides ParaTransit trip.
- Many Umpqua Rides customers find that regular UPTD fixed route bus service is their preferred choice for some trips. Choosing a fixed route bus for some trips does not affect Umpqua Rides eligibility.

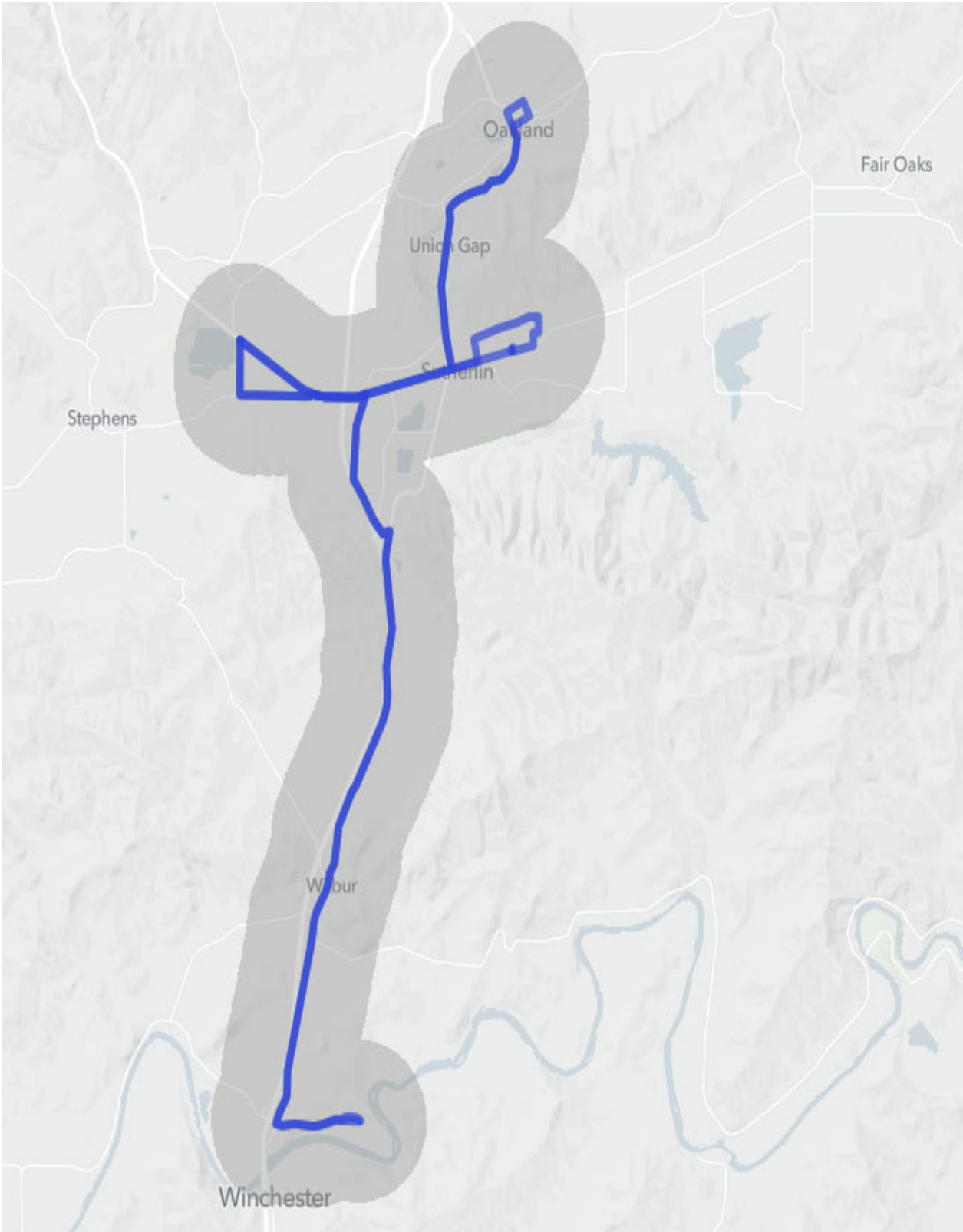
When and where does Umpqua Rides ParaTransit operate?

- Umpqua Rides ParaTransit operates during the same hours as the UPTD fixed route bus service, from 6:15 a.m. to 8:10 p.m., Monday through Friday.
- The Umpqua Rides ParaTransit service area covers all locations that are within three-fourths of an air mile of the UPTD fixed route system in Roseburg.
- Umpqua Rides ParaTransit does not serve locations outside the three quarter mile limit from the fixed route system.

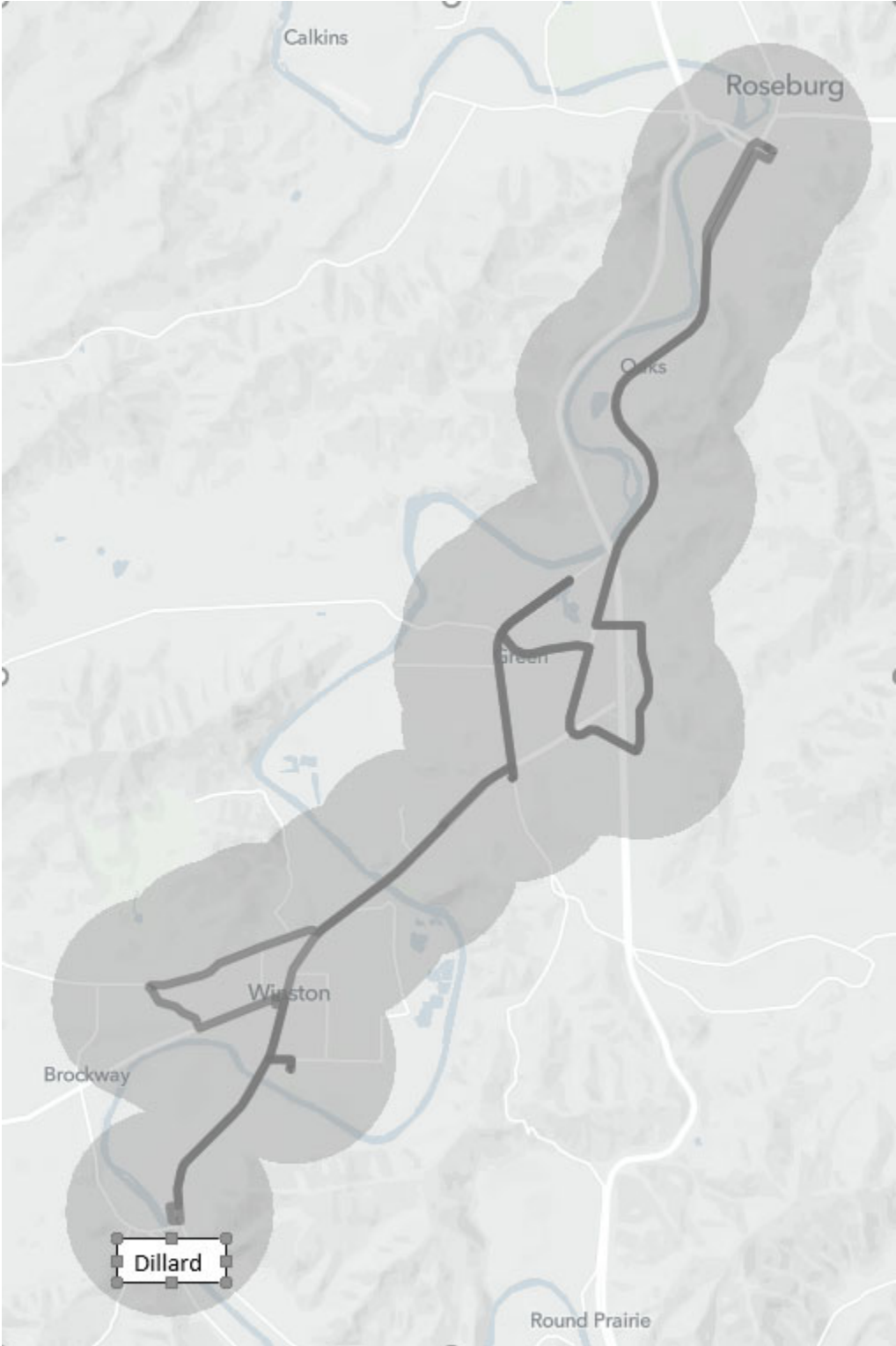
MAP OF THE ROSEBURG PARATRANSIT SERVICE AREA – ¾ OF A MILE FROM THE ROSEBURG FIXED ROUTES SHOWN.



MAP OF THE NEW SUTHERLIN PARATRANSIT SERVICE AREA – ¾ OF A MILE FROM THE SUTHERLIN ROUTE. IMPROVED 3/2022.



MAP OF THE NEW WINSTON PARATRANSIT SERVICE AREA – ¾ OF A MILE FROM THE WINSTON ROUTE. IMPROVED 3/2022.



How does Umpqua Rides provide service?

- Umpqua Rides ParaTransit uses a fleet of vans and small buses to provide service.
- Umpqua Rides ParaTransit trips are scheduled by advance reservation. Service is from origin, the door or a designated curb stop at the pickup location, to the destination.
- Several passengers may share the vehicle, and vehicles may stop and travel in other directions during any passenger's trip to accommodate other riders.
- Travel time will vary, depending on trip distance and stops made to accommodate other riders during the trip.

Getting more information and assistance

Contact the main office at 541-671-3691 press 1 for U-Trans or dispatch at 1-888-232-8121.

- Walk in office hours at our 516 SE Jackson Street location are 8:00 a.m. to noon and from 1:00 p.m. to 4:30 p.m. Monday through Friday. Call this office for help and questions about Umpqua Rides eligibility and any other questions you may have about our service.
- To make a trip reservation, call the dispatch center at: 1-888-232-8121 between the hours of 7:30 a.m. and 5:30 p.m. Monday through Friday or you can leave voice mail after regular business hours.
- Reservations for next-day trips must be made no later than 5:00 p.m. the day before. We prefer that you call on Friday for Monday trips, but you may call on Saturday or Sunday and leave a message on our answering machine and your trip will be scheduled.
- For large-print or other alternative formats of this Passenger's Service Guide, call Umpqua Rides Administration at 541-671-3691 press 1 for U-Trans.

What to expect from Umpqua Rides ParaTransit service

- Umpqua Rides ParaTransit service is another form of UPTD public transportation; it is not intended to serve all transportation needs of people with disabilities.
- Umpqua Rides ParaTransit is a shared ride service. Vehicles may travel in several directions during your trip and may make stops to serve others.
- Advance reservations are required. You may choose to have your trip scheduled based on either the time you wish to be picked up, or the time you wish to arrive at your destination (referred to as “appointment time”).
- Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other trips being served. ***We will always negotiate a trip time that will get you to your appointment on time.***
- **You need to be ready to leave at your scheduled pick-up time. The Umpqua Rides operator will wait a maximum of five minutes past your scheduled pick-up time.**
- If the Umpqua Rides vehicle hasn’t arrived within 15 minutes of your scheduled pick-up time, call UPTD at 888-232-8121.
- Travel time will vary based on trip distance and others being served.
- Umpqua Rides ParaTransit operators do their best to make pickups on time and to get customers to their destinations on time. The system standard for on-time performance is 90 percent or above.
- When providing Origin-to-Destination service, Umpqua Rides ParaTransit operators must be able to park their vehicles in a safe location that does not block or impede traffic and must be able to maintain sight of the vehicle at all times.
- Service may be delayed by factors outside UPTD control (such as heavy traffic). Customers may wish to allow for possible delays when scheduling trips.
- Eligible customers may bring a Personal Care Attendant (PCA) with them on their trip. A PCA rides free of charge.

- Customers may bring one companion in addition to a PCA. Additional companions must be scheduled when you schedule your trip to ensure space is available. Companions pay the regular Umpqua Rides fare.

How Umpqua Rides operators assist customers

Umpqua Rides operators can help you with:

- Getting from your door or designated stop location to the Umpqua Rides vehicle
- Getting in and out of the vehicle (if you are unable to use the bus steps, you may stand on the bus lift to get on and off)
- **Carrying groceries — a maximum of four bags** per customer (PCAs and/or companions are not eligible for assistance with carrying groceries or other items)
- Depositing your fare, if requested
- Fastening seat belts or securing wheelchairs and scooters
- Getting from the Umpqua Rides vehicle to the entry
- Door or the designated stop location at your destination

Expectations

If requested, Umpqua Rides ParaTransit operators will assist customers with manual mobility devices by:

- Pushing and guiding you to/from the vehicle, on/off the lift platform of the vehicle, and inside the vehicle
- Moving you and your device up or down a single step or a curb when it is possible to do so safely.

For safety reasons, Umpqua Rides operators are not permitted to operate the controls of any powered mobility device, handle a service animal or enter a private residence.

Items customers may bring on the Umpqua Rides vehicle

Animals

- Service animals are permitted on UPTD vehicles as provided under the ADA and UPTD guidelines, under owner's control.
- Other animals are permitted on vehicles only in a secure container.

Groceries

- You may bring up to four grocery-sized bags on board. Operators can assist you if necessary if the weight does not prohibit the operator from safely lifting.

Luggage

- You and your PCA and/or companion may each take two pieces of luggage plus a carry-on bag. Operators are not able to handle luggage, so be sure to make any necessary arrangements.

Oxygen

- Personal oxygen tanks may be transported on Umpqua Rides vehicles. The Umpqua Rides operator will secure the tank but cannot operate the controls.

Other items

Operators are not able to assist with other items. You may bring other items on board the vehicle only if:

- You or someone else traveling with you is able to carry the item to and from the vehicle.
- The item is small enough to fit on your lap, under your seat or elsewhere clear of the aisles, seats and securement areas in an Umpqua Rides van or bus.

Umpqua Rides customer responsibilities

Customers count and you make a difference! All Umpqua Rides customers are responsible for doing their part in helping UPTD provide safe, reliable and efficient service.

Here are some ways that customers and others who arrange for service can help.

- **Have exact fare ready**

You may buy a book of tickets from your operator or from the UTrans office. (Operators cannot make change)

- **Cancel unneeded rides in advance**

Cancel as soon as possible, and not later than one hour before the scheduled pick-up time to avoid a “no-show.” If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Canceling in advance saves resources and avoids you being counted as a no-show. Please call all cancellations in to our dispatch center at: 888-232-8121.

- **Be ready to leave at the scheduled time**

It is most helpful if you are ready to leave when the vehicle arrives and you meet the operator at the door or at the stop location. There is a 30 minute window for your pick up. (for example if your ride is scheduled for an 8:30 a.m. pickup the vehicle may arrive anytime from 8:15 to 8:45). When the operator arrives during this window he/she will wait for no more than five minutes past the scheduled pickup time.

If the vehicle arrives before your scheduled pick-up time window, you may leave if you are ready. If you are not ready, the operator will wait until the pick-up time and then up to five additional minutes if necessary. Not being available to board within the allotted time will be counted as a “no-show.”

- **Use required securement and seat belts**

Operators will secure mobility devices and fasten lap belts for customers in mobility devices. All ambulatory customers **must** use seat belts.

- **Mobility devices**

UTrans Direct is able to fit most wheelchairs and other mobility devices. If your mobility device is over 30 inches wide or more than 48 inches long (measured 2 inches from the ground) or weighs more than 800 pounds occupied please call the UPTD office at 541-671-3691 press 1 for U-Trans to schedule an evaluation before making your first ride request.

Rules for riding

All Umpqua Rides riders are required to follow these rules:

- Valid and correct fare is required for each trip.
- Smoking is prohibited in all UPTD vehicles and facilities.
- Keep food and drink in closed containers.
- Service animals are welcome. Pets must ride in a pet carrier.
- No disruptive or threatening behavior is allowed.
- Don't be so loud that you disturb others.
- Use radios and CD/MP3 players with headphones only.
- Follow all UPTD policies regarding Umpqua Rides service.

Responsibilities

Keep information up-to-date. Please call UPTD at 888-232-8121 if there is a change in your:

- address or telephone number
- emergency contact's name or telephone number
- disability or health condition as related to your need for Umpqua Rides service
- need for a Personal Care Attendant
- need a mobility device and/or your use of a device changes

Umpqua Rides reserves the right to evaluate any new form of mobility device customers may obtain prior to providing service. (Please see Size and weight limits for mobility devices)

Share your questions, concerns or comments

We will do our best to answer any questions or resolve your concerns. Call 888-232-8121 to reach Umpqua Rides Customer Service weekdays from 7:30 a.m. to 5:30 p.m.

Refusal or suspension of service

The Umpqua Rides paratransit service program is committed to providing safe and reliable service to all customers, while putting UPTD resources to best use.

The Umpqua Rides program does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, however, **UPTD may refuse or suspend Umpqua Rides Paratransit service to individuals who engage in violent, seriously disruptive or illegal conduct.**

Decisions to refuse or suspend Umpqua Rides service are made under the specific guidelines set out in “Umpqua Rides Paratransit Service Refusal and Suspension Policy” and “Refusal and Suspension Standard Operating Procedures.” Copies of these documents and other information regarding suspensions and appeals are available by calling UPTD Administration at 541-671-3691 option 1 for U-Trans or the call center at 888-232-8121 or from the UTrans website www.umpquatransit.com.

Below is a summary of the conduct that may result in a service refusal or suspension, but Umpqua Rides riders should familiarize themselves with the complete policies and procedures.

Refusal of service

Umpqua Rides operators may refuse service to an individual on a specific occasion at the point of service if the individual's conduct poses an immediate actual or potential risk to safety of the customer, the operator or others.

Immediate suspension of service

Conduct that inflicts serious harm on the customer, UPTD employee or others, results in serious damage to UPTD property, or creates an immediate actual risk to safety may warrant immediate suspension of service.

Suspension of service

"No Shows": There must be a documented pattern or practice of not canceling in advance, and/or not being present to take trips scheduled by the customer or the customer's representative, as opposed to isolated incidents.

Trips scheduled and not taken due to circumstances understood to be beyond the customer's control, such as a medical emergency, are not counted as a no-show against a customer.

Also, a demonstrated pattern of violent, seriously disruptive or illegal conduct will result in a suspension of service.

Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer has been previously warned. The suspension will begin on a specific date, after the customer has been informed in writing of the pending suspension and the basis for it, and has had an opportunity to present information relevant to the pending suspension.

Review and Appeal

Rights to request review and appeal of suspensions

Upon receiving notice of suspension, a customer has the opportunity to contest the suspension. UPTD staff are responsible for receiving requests for appeals of service suspension and will notify the Appeals Panel of such requests.

Reserving Umpqua Rides trips

- You may reserve a ParaTransit ride in advance of your trip with no limit as to how far in advance.
- Rides for the next day must be reserved no later than 5:00 p.m. the day before.
- Umpqua Rides Dial A Ride may be reserved up to two weeks in advance on a space available bases.
- Same day trips are available on a space available basis.

- Have the following information ready before you call (in this order).
 - Your last name, then first name.
 - Pick-up address and phone number.
 - Destination address and phone number, including building name and any specific drop-off and pick-up information (for medical appointments, include the name of the doctor and suite number).
 - Your preferred pick-up time.
 - Your appointment time, if needed.
 - Day and date of the ride.
 - Any additional information about your trip such as:
 - if you will use a wheelchair, scooter, other mobility aid, or need to board using the bus lift.
 - if a Personal Care Attendant (PCA) or other companion(s) will travel with you.

Setting your trip times

Umpqua Rides can plan your trip around either a pick-up time or an appointment time.

- We suggest you use a pick-up time to schedule your ride unless you must arrive at the destination not later than a certain time, such as for work or a doctor's appointment.
- Let the dispatcher know how much flexibility you have on the time you are to be picked up.

When reserving rides to/from a specific appointment, be sure to:

- Allow for time you may need to get from the Umpqua Rides vehicle to your destination inside the building.
- Set your return trip time so that you have sufficient time to finish your appointment and be ready to depart.
- Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside.

Other important tips

- Before ending the call, listen carefully to all dates, times and addresses as they are read back to you. Make sure the information is correct, and please ask if you're not sure about something.
- By reserving trips two or more days in advance, you will have the best chance of scheduling a ride at your preferred time.

Changing your reservation

If you need to change your reservation, please call Umpqua Rides as soon as possible. Changes to a reservation need to be made before 5:00 p.m. the day before the ride.

Call 1-888-232-8121 for paratransit for assistance to change or cancel reservations.

Canceling your reservation

If you need to cancel your reservation, please call Umpqua Rides as soon as possible at 1-888-232-8121. By canceling well in advance, you help UPTD provide quality service to other customers.

“No-shows”

Cancellations made less than one hour in advance of the pick-up time, a cancellation at the door, or not being present or ready to leave within five minutes after the vehicle operator comes to the door are all considered “no-shows.”

If a customer is a no-show on a ride starting from their home, they must call Umpqua Rides to cancel any other rides later that day that they will not be taking. This will avoid being counted as a no-show on other rides that day.

Umpqua Rides fares

Passengers must pay exact fare or present a previously purchased ticket.

Cost to ride ParaTransit is \$4 fare in exact change, check made out to UPTD or Umpqua Public Transportation District or one UPTD UTrans Paratransit ticket.

Books of 12 tickets may be purchased for the price of 10 tickets from the driver/operator or from the UPTD office at:

516 S.E Jackson Street
Roseburg, OR 97470

Current fares are also listed on the U-Trans website
www.umpquatransit.com

Personal Care Attendants (PCAs) and companions

PCAs riding with an eligible Umpqua Rides customer do not pay a fare. Passengers may bring along one companion in addition to a PCA. PCAs and companions must be picked up and dropped off at the same location as the customer. Additional companions may be scheduled if space is available. Companions pay the regular Umpqua Rides fare.

Children of Umpqua Rides customers are considered companions. Children ride free with an accompanying adult.

Visitors

ADA ParaTransit Visitors – A visitor is anyone with a disability who does not reside in the jurisdiction served by UPTD complementary paratransit.

A visitor presenting documentation of ADA paratransit eligibility elsewhere must be treated as eligible and no further documentation will be required before paratransit service is provided.

If a visitor does not have documentation of ADA paratransit eligibility, UPTD may require documentation of the individual's place of residence. If the visitor's disability is not apparent, documentation of disability may also be required. No documentation of disability may be required if the visitor's disability is apparent, such as, for example, a person requiring a mobility device or an individual who is blind or has a vision impairment and travels with a guide dog.

