



Rider Service Guide

This guide is currently available in the following languages:
Burmese/Karen, Chinese (simplified), Japanese, Korean, Russian,
Spanish, Vietnamese. Additional languages available upon request.
Please call (503) 226-0700.

Welcome to Ride Connection

We are a private nonprofit organization located in Portland, Oregon, with a mission to link accessible, responsive transportation alternatives with individual and community needs.

Ride Connection represents a unique network of community partners working together to provide transportation options for older adults and people living with disabilities in Clackamas, Multnomah and Washington counties.



OUR SERVICES

Ride Connection offers a variety of programs to serve our customers.

RIDEWISE TRAVEL TRAINING

Are you interested in riding the public transit system but not sure where to start?

The RideWise program provides training and support ranging from trip planning assistance to intensive one-on-one travel training and is based solely on an individual's need and ability level.

FARE RELIEF

Is the cost of the bus and LIFT fare a hardship?

Ride Connection partners with TriMet to offer short-term ticket assistance for those who qualify based on income. We can also assist with obtaining a re-loadable Hop card. Contact the Travel Training team to learn more!

COMMUNITY CONNECTORS

Searching for a ride from your community in the Portland Tri-County area?

Ride Connection provides community shuttles in rural Washington County, Forest Grove, Tualatin, King City, and North Hillsboro. These services are free and open to the public, and connect residents to grocery stores, community hubs, and transportation stations.

Transportation is available to most destinations in the tri-county area. We offer a shared ride service, transporting customers together whenever possible to ensure we maximize our resources and serve more customers.

Contact Ride Connection at (503) 226-0700 for additional information about the transportation guidelines during business hours, Monday-Friday from 7:30 a.m. to 5 p.m.

RIDE TOGETHER

Do you already have a friend or family member driving you to appointments and destinations?

This program empowers riders to ask for rides from a loved one or trusted neighbor. Once the driver is approved, Ride Connection provides mileage reimbursement to the driver for each ride!

DOOR-TO-DOOR SERVICES

Looking to request a ride from your home, to your destination, and back again?

Rides are provided by volunteer and paid drivers using insured volunteer-owned vehicles, Ride Connection-owned lift-equipped mini-vans, 14-passenger lift-equipped mini-buses, and a network of local private transportation providers.



DRIVER REQUIREMENTS

- ✓ A valid driver's license
- ✓ A good driving record
- ✓ Pass a DMV and criminal background check
- ✓ Receive training in defensive driving and passenger assistance
- ✓ Share Ride Connection's commitment to high quality customer service

We look forward to serving you!

Rides

REQUEST A RIDE

Contact our Service Center:

PHONE (503) 226-0700 or Oregon Relay: 7-1-1
Monday through Friday 7:30 a.m. to 5:00 p.m.

We offer interpreting services. If you hear your language in the greeting, press the associated number. If you do not, please wait for an Operator to answer and ask for your preferred language.

WEBSITE www.rideconnection.org

Established customers can request an online account to request rides via the Ride Connection website. Ask the Service Center for details at (503) 226-0700.

THINGS TO KNOW **Request your ride at least 4 business days before your trip.** Our ability to find you a ride increases when we have advance notice, and when your pickup and return times are flexible.

Please have the following trip information ready:

- Your name, pickup address, phone number
- Destination street address and phone number (doctor's name/building/suite number are helpful)
- Destination arrival time and return pickup time
- Type of assistive equipment or mobility devices you use
- Whether you'll need help with extra shopping bags
- Whether you'll be traveling with a personal care attendant, guest, infant/child, service animal, or pet.

CHANGE OR CANCEL A RIDE

PHONE (503) 226-0700 Monday through Friday 7:30 a.m. to 5:00 p.m.

Please call Ride Connection's Service Center as soon as possible, preferably more than 48 hours (2 days) before your scheduled pickup time, to make changes or cancel your ride.

Remember to also cancel the return trip if you no longer need it.

Customers who routinely cancel rides less than 2 hours before pickup time may be subject to future service suspension (see below for details).

Notifying us in advance allows time to reschedule your driver to transport others.

Rider Responsibilities

HELP US UPDATE YOUR PERSONAL RECORDS

Please call our Service Center (503) 226-0700 when there are changes to your:

- Address, Phone number, Email address
- Emergency Contact Name or Phone number
- Health/Mobility that affect your transportation needs
- Type of Mobility device used during transport
- Need for a Personal Care Attendant

CUSTOMER RESPONSIBILITIES

- Please be ready to go at least 10 minutes before your scheduled pickup time at your home. For your return trip, please be ready at your scheduled pickup time, but note the driver's arrival time may be up to 30 minutes after the scheduled time.
- Make sure there is a clear path to the entrance of your home so the driver has easy access. Fasten your seatbelt or request help from the driver, or show the driver a Certificate of Safety Belt Exemption from the DMV.
- Provide a safety seat for children weighing less than 40 lbs. who are traveling with you and secure them in the vehicle. See additional details regarding seat safety laws below.
- Limit the number of grocery bags to 3 unless you've contacted the Service Center to make previous arrangements for help with additional bags.
- Keep carry-on items out of the vehicle's walkways and away from doors.
- Use headphones when listening to audio devices.
- Treat drivers and other passengers respectfully.

PROHIBITED ON VEHICLES

Smoking, open food and beverage containers, littering, disruptive or threatening behavior, and weapons.

TRAVELING WITH ANIMALS

A service animal trained to assist with tasks may accompany you in the vehicle. The animal must remain under your control. You may bring a pet or emotional support animal on the vehicle if it is in a secure carrier.

TRAVELING WITH CHILDREN

Children under 8 years must be accompanied by a responsible party. Children weighing less than 40 lbs. must use a child safety seat that complies with Oregon state regulations. See below for details. You are responsible for providing a safety seat and for securing the child within the vehicle.

NOTE: When scheduling a ride for a child, please tell the Service Center so that we can schedule your ride to an appropriate vehicle. You will not be able to leave the safety seat in the vehicle when you arrive at your destination.

CHILD SAFETY SEAT LAW

Child passengers must be restrained in child safety seats until they weigh forty pounds or reach the upper weight limit for the car seat in use. Infants must ride rear-facing until they reach two years of age unless the child turned age one prior to May 26, 2017.

BOOSTER SEAT LAW

Children over forty pounds or who have reached the upper weight limit for their forward-facing car seat must use a child seat with harness or a booster to 4'9" tall or age eight and the adult belt fits correctly.

REAR SEATING FOR CHILDREN

There is no Oregon law specifically prohibiting children from riding in the front seat of passenger vehicles. However, a rear-facing infant seat cannot be placed in a front seating position that is equipped with an airbag because this would violate Oregon's requirement for "proper use" of a child safety seat. There is a national "best practice recommendation" calling for rear seating through age twelve.

DRIVER ASSISTANCE

Drivers can assist with the following:

- Guide you from the door of your home or destination to the vehicle and back again.
- Provide non-weight-bearing physical assistance with balance, climbing steps, helping you get in and out of the vehicle, etc.
- Help fasten your seat belt, secure an oxygen tank and mobility device (walker, wheelchair, scooter) if needed.
- Carry grocery bags into the vehicle and to the door of your home. There is a 3 bag limit unless help with additional bags was requested in advance when scheduling a trip.

DRIVERS ARE NOT ABLE TO PROVIDE PERSONAL CARE SERVICES, INCLUDING:

- Perform weight-bearing transfers to mobility devices or lift/carry you from one place to another.
- Operate the controls of a mobility device or oxygen tank.
- Arrange groceries inside your home.
- Check you in or out for an appointment, accompany you into the exam room, or sign any release form.

CANCELLATIONS

HOLIDAYS

Transportation service is not available on the following holidays: **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.** If a holiday falls on Saturday, there will be no service on the Friday before the holiday. If a holiday falls on Sunday, there will be no service on the Monday after the holiday.

SEVERE WEATHER

On days with severe weather such as snow or ice, drivers may not be able to reach your home or destination safely. All service may be suspended until the weather improves. Ride Connection makes every effort to contact you if our service is suspended due to severe weather. You may call the Service Center (503) 226-0700 to check on the status of your ride. Ride Connection posts closures and route changes to local news outlets, our website and social media to notify the community of service changes.

SERVICE SUSPENSION PROCESS

Most customers will need to cancel a scheduled ride at some point and emergency situations occasionally result in a last-minute cancelation or a no-show trip.

When no-show trips occur, Ride Connection contacts you to make sure you understand how to cancel your trips in advance. We forgive last minute cancelations and missed rides that occur when:

- You experience a personal/medical emergency or an event beyond your control that prevents boarding the vehicle or calling Ride Connection's Service Center; or
- You contact the Service Center to cancel TWO hours or MORE before the pickup window.

Unexcused no-show trips, which could result in suspension, include:

- Customer does not show up to meet the vehicle at the pickup location; or
- Customer is not ready to go within 5 minutes of the scheduled pickup time and the vehicle must leave to fulfill scheduled trips for others waiting along the route; or
- Customer calls the Service Center to cancel LESS than 2 hours before the scheduled pickup time.

SERVICE SUSPENSION CRITERIA

A pre-suspension letter is mailed to a customer who:

- Has 4 or more no-shows per month AND the number of no-shows is 20% or more than their total scheduled trips that same month; and
- Has a scheduling history that shows a pattern of missing scheduled trips with no cancelation and does not respond to requests to follow the cancelation guidelines.
- If a customer continues to accrue no-show trips despite receiving a pre-suspension letter, Ride Connection mails a suspension letter. Contact the Service Center if you have any additional questions at (503) 226-0700.

SOCIAL RESPONSIBILITY

RIDE CONNECTION RESPECTS CIVIL RIGHTS

Ride Connection operates its programs without regard to race, age, religion, color, sex, gender identity, sexual orientation, national origin, physical or mental disability, marital or veteran status or any other characteristic protected by law in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A, or other applicable law. To request additional information on Ride Connection's Title VI nondiscrimination requirements or to file a complaint, call (503) 528-1753 or email: info@rideconnection.org.

RIDE CONNECTION SUPPORTS EQUAL ACCESS

With regard to its policies, practices, programs and services, Ride Connection strives to provide and maintain equal access. Any customer wishing to request a reasonable modification may do so by calling our Chief Quality Assurance and Compliance Officer at (503) 528-1743 or by emailing accommodations@rideconnection.org.

DONATIONS

Donations to Ride Connection are appreciated. You may make a contribution on our website: www.rideconnection.org or by mail:

Ride Connection
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Portland, OR 97220