



U-RIDE
SERVICE GUIDE

EAST MULTNOMAH
COUNTY



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INTRODUCTION

History

Ride Connection, Inc. is a private non-profit agency; our mission is to link accessible responsive transportation with community needs. We have provided our partner agencies with the funds, training, and technical support to transport our senior customers and those with disabilities since 1986. Our network provided over 350,000 rides in Multnomah, Washington, Clackamas and Clark counties last year.

In July 2005, Ride Connection took over the operation of a community based transportation program in East Multnomah County and renamed it East County U-Ride. U-Ride is a shared ride system designed to provide a partial solution to the lack of public transportation in rural areas.

Service Summary

Service is provided Monday through Friday, from 9:00 AM to 4:00 PM. East County U-Ride service allows clients to access public transit, employment, education, shopping and other services within the service area.

Our service is run by qualified transportation providers. They share Ride Connection's commitment to high quality customer service and dependable service delivery. All drivers receive training in defensive driving and passenger assistance.

ELIGIBILITY AND ENROLLMENT

To qualify for U-Ride service you must:

- Be over the age of 60 OR be a person with a disability; AND
- Reside or receive service within the service area (described below).
- Be unable to use or access fixed route public transportation.

The service area for the East County U-Ride program is Multnomah County with these restrictions: north of SE Division Street the service area is east of 162nd Avenue; and south of SE Division Street the service area is east of 82nd Avenue. This includes the areas of: Asert, Centennial, Corbett, Fairview, Gresham, Gresham Butte, Powellhurst, Troutdale, Wood Village and Lents.

Please enroll before requesting your first ride by calling the Ride Connection Service Center at (503) 226-0700 (voice) or 1-800-735-2900 (TTY). Translation service is also available.

You will need to answer a few questions to determine your eligibility and the level of service available to you. Please be ready to provide:

- Name;
- Street address and mailing address, if different;
- Phone number or the phone number of a contact;
- Date of birth;
- Mobility information and any mobility aids used;
- Disability information and any medical condition that may affect your mobility;
- Ethnic background (optional);
- Current travel resources (family, friends, TriMet LIFT, Medical Transportation, etc.);
- Information on your ability to use public transit and your current or former transportation arrangements;
- Number of people in your home;
- Income level based on the Median Income Chart for the Portland Metro Area (optional);
- Immediate transportation need;
- Emergency contact information.

When the interview has been completed, the Service Representative will enroll you in the proper program(s) and/or refer you to RideWise for travel training.

After you have registered, please contact our Service Center if you need to update this information.

DONATIONS

No fare is required for any East County U-Ride trip, but donations are encouraged and appreciated. You can mail a check to Ride Connection to the address on the back of this guide. Please indicate that it is for the East County U-Ride.

REQUESTING RIDES

To make a ride request, call the Service Center at (503) 226-0700 between 8:00 AM and 4:30 PM, Monday through Friday. If you do not reach a person right away, you may leave a message with your name and phone number and a Service Representative will return your call by the end of the day.

You can call for a ride up to 21 days in advance. We suggest that you call no later than 2:30 PM three (3) weekdays before the ride. You can submit a request later, but you may be placed on a waiting list.

You may also submit a ride request by email to triprequests@rideconnection.org no later than 2:30 PM four (4) weekdays before the ride. If you do not receive a response from the Service Center within 24 hours, you should call to confirm the ride before 2:30 PM three (3) weekdays before the ride.

Please have all of the following ready before calling:

- Name, pick-up address and phone number;
- Street address and phone number of your destination;
- Desired pick-up time;
- Appointment time or desired arrival time;
- Desired return pick-up time;
- If you will be traveling with a personal care attendant, guests or children;
- Information on any assistive equipment or mobility devices you may be using.

For personal trips, you are asked to advise the Service Representative if the time is flexible. For example, you might state a time frame for a shopping trip like “in the morning” rather than an exact time to be picked up. If you are flexible, you may increase your chances getting a ride.

All rides are subject to driver and vehicle availability.

East County U-Ride is unable to provide “Will Call” return rides. All return rides must have a pick-up time.

In some cases, the program is not able to provide the ride without negotiating new pick-up and drop-off times. **A Service Representative will call you at least one (1) weekday before the ride to confirm if we can provide the ride at the time requested or to negotiate a new time.**

Every effort is made to pick you up at the scheduled time. However, shared rides are sometimes delayed during other pick-ups and drop-offs along the shared route or delays are caused by traffic, weather, etc.

The driver waits no more than five (5) minutes for you to board after arriving. If you fail to board, a “no show” will be marked and the vehicle will depart. A “no show” cancels any other ride(s) scheduled that day.

SUBSCRIPTION SERVICE

You may request “Subscription” service for trips which are taken repeatedly. If a subscription ride is accepted, you will not have to call again to schedule those rides. To request subscription service, the ride must:

- Have been taken at least once each week on a regular schedule without cancellations or no shows during the previous 30 days; AND
- Be expected to continue for at least six months; AND
- Be to and from the same place, on the same days of the week, at the same time of day.

Subscription service is granted at the discretion of the transportation coordinator.

CANCELLATION AND NO-SHOW POLICY

A ride is a “no-show” when you:

- Fail to board within five (5) minutes after the service vehicle arrives; OR
- Cancel your ride less than four (4) hours before the pick-up time.

A ride is a “late-cancel” when you:

- Call to cancel on the day of the ride more than four (4) hours before the pick-up time or call after 2:30 PM on the weekday prior to the ride to cancel a ride that occurs before 8:00 AM.

No-shows or late-cancels due to medical emergencies will not be counted. You must speak with a Service Representative as soon as you can to document the date of the medical emergency.

A warning letter is sent to customers whose no-shows and/or late-cancels place their service in danger of suspension. Service is suspended for 30 days if:

- You have a total of four (4) no-shows within any 90 day period.
- You have a total of six (6) no-shows and/or late-cancels within any 90 day period.

If you receive notice of a suspension of service, you may request an appeal of the decision within seven (7) weekdays of receiving the notice. If you choose to appeal, a written request can be mailed to the attention of the Service Center Supervisor to the Ride Connection address on the back of this guide.

After receiving the appeal request, the Service Center Supervisor will review your file to confirm information related to the suspension. The Service Center Supervisor will contact you and may reinstate service for the rest of the suspension period if:

- You have not had a previous suspension; AND
- In half or more of the trips relating to the suspension you are appealing, you made a call to cancel your ride at least one hour before the provider arrived.

CUSTOMERS USING MOBILITY DEVICES

You must observe the following for everyone's safety:

- Equipment must be in good working order, including the brakes, wheels and controls;
- Provide a safe, accessible path with no steps to the entrance of your home and confirm the accessibility of your destination;
- If you are using a scooter, you must transfer to a seat;
- Be able to safely drive and park your motorized mobility device;
- Keep your equipment clean;
- Wheelchairs will have footrests;

- If you are using a wheelchair or a scooter, you will remain in an upright position for the length of the trip;
- Wheelchairs or scooters must be no more than 48 inches long and 30 inches wide. The total combined weight of you and the device must be less than 600 pounds;
- If you are using a wheelchair, you will be secured to your device and the device will be secured to the vehicle. You must let the driver secure any other mobility device, such as a scooter, walker or cane as needed;
- If you are using a scooter, you must transfer to a seat;
- U-Ride drivers are not permitted to perform weight bearing assistance transfers for riders.

Before setting up your first ride, Ride Connection may need to inspect your wheelchair, scooter, or other equipment to make sure it can be properly secured for transport. On rare occasions, Ride Connection may need to inspect the accessibility of the pick-up or drop-off location to determine vehicle access and/or wheelchair access.

OTHER CONSIDERATIONS

Personal Care Attendants

The U-Ride program is a door-to-door service. The drivers, escorts, and/or concierges assist with packages for all shopping trips. Drivers of these programs will often provide through the door assistance at your drop-off location (not at your home).

You may need to arrange for a Personal Care Attendant (PCA) to go with you on a trip to provide assistance at the destination. There may be times when Ride Connection will require you to have a PCA go with you on each trip you request. PCAs do not pay a fare.

You must arrange a PCA on your own. If you have asked for a ride and the PCA is not on hand for that ride, you should make every effort to avoid a no-show by finding another attendant, or call the Service Center as soon as possible to cancel your ride request.

Infants and Children

Please reserve space for all infants and children when you call to schedule the ride. Ride Connection will not provide child safety seats. **If the child is required to use a child safety seat, you must:**

- Have a suitable, approved seat in good condition for each child;
- Be able to secure the child safety seat to the vehicle;
- Be able to secure the child to the seat.

A parent or guardian must travel with children under the age of 8. With the advance written consent of a child's parents, or legal guardian, children between the ages of 8 and 12 can ride without an escort. **The consent must be in writing and be on file before an unescorted ride can be requested.**

Carry-On Items

You can expect help from the driver with your carry-on items. The driver will assist with items by making no more than one trip to the door from the vehicle.

All medical equipment is allowed up to the limits of the vehicle.

On shopping trips, you may return with no more than three (3) grocery bags or grocery bag sized items with a weight of no more than 10 pounds per bag or item. Drivers are required to lift no more than 40 pounds total. Drivers are not allowed to enter your home.

You are in charge of your personal property. Ride Connection will make every attempt to locate any items you may have left on board and hold them in a safe place until you can collect them.

Service Animals

Service animals, such as guide dogs, may accompany you on any ride. You must inform the Service Representative at the time of your ride request if you will be traveling with a service animal. Pets in approved transport containers may be allowed with prior consent. Service animals must stay on the floor of the vehicle and remain under your control.

RIDER RESPONSIBILITIES

All riders are required to:

- Have your seatbelt fastened*;
- Follow all U-Ride service policies;
- Refrain from conduct or language which threatens U-Ride providers, passengers, staff or other persons;
- Refrain from smoking on U-Ride vehicles;
- Keep food or drinks in closed containers;
- Maintain good personal hygiene;
- Use headphones when you listen to radios or other audio devices.

**If you are not able to wear a seat belt you may be allowed to ride if you have a Certificate of Safety Belt Exemption from the DMV available to show the driver. It must also be on file at the Service Center before a ride can be requested.*

U-Ride providers are in charge of your safety and will report unsafe conditions or situations to our Service Center. Providers may decide not to provide service if, in their opinion, a situation poses a danger to you, the driver or others. U-Ride may limit, suspend, or deny service to you if you ignore policies, engage in unsafe or threatening behavior, or if your home or destination is not safely accessible.

HOLIDAYS

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 a Sunday, there will be no service on the Monday after the holiday. If a holiday falls on a Saturday, there will be no service on the Friday before the holiday. Our Service Center will be closed on these holidays.

SEVERE WEATHER

On days with severe weather such as snow or ice, U-Ride drivers may not be able to reach your home or destination safely. All service may be suspended until the weather improves.

Ride Connection will make every effort to contact you if service is suspended due to severe weather. You may call the Service Center if you think that your ride may have been canceled. You are encouraged to cancel your ride if you feel unsure of your ability to get to and from the vehicle safely.

No-shows and late-cancels are not recorded on severe weather days. However, you should attempt to call the Service Center if you choose to cancel your ride.

OTHER TRANSPORTATION SERVICES

- If you are an older adult or person with a disability you can request training from RideWise. RideWise offers information on transportation choices, personal trip planning and assistance learning to ride regular buses and MAX. For information and/or to schedule free travel training, call (503) 226-0700 (voice) or 1-800-735-2900 (TTY).
- If you have a disability that prevents you from using the TriMet fixed route system and live within their service district, you may be eligible for TriMet LIFT service. For additional LIFT information, please call (503) 802-8200 (voice) or (503) 802-8058 (TTY).
- If you live outside the TriMet district, U-Ride may be able to help you connect to TriMet services.

**Thank you for choosing U-Ride as one of your transportation options.
We want to hear from you. Please call our Service Center at
(503) 226-0700 if you have a question, suggestion or concern.**

THROUGH OCTOBER 2006:

Ride Connection, Inc.
3220 N Williams Avenue
Portland, OR 97227

AFTER OCTOBER 2006:

Ride Connection, Inc.
3030 SW Moody Ave
Suite 230
Portland, OR 97201

Service: 503-226-0700
TTY: 800-735-2900

