**How to Use Paratransit in La Grande**

ADA Paratransit is a local access service for people who are **prevented** from using a fixed route due to a disability. It is the intent of this guide to provide just the essentials. A detailed rider guide is available on our website at www.neotransit.org.

**Scheduling a Ride Reservation:**
To schedule a ride, simply call us between 9 am and 3 pm at least one day before you plan to travel. Our phone number is (541) 963-2877 – it spells BUSS on your key pad.

If you need to cancel a ride, we ask for 1 hour notice so we can make your spot available to someone else.

**Bus Fare:**
Bus Fare is free for all riders who meet the requirements of the application.

**Schedule:**
ADA Paratransit is available:
Mon – Fri 7:30 am to 5:30 pm
Deviated Saturday Route 10am to 6pm

**Area of Service:**
The ADA requires us to offer Paratransit services in a zone up to ¾ of a mile on either side of a fixed route line (the shaded areas of the map below).

Generally speaking, Paratransit is available within the city limits of La Grande and Island City. If you have a question about service to your origin or destination, please inquire at the time you book your reservation.

If your origin and/or destination is outside of the shaded areas, please call and inquire about other programs. Our goal is to see you safely to your destination.

**An Origin to Destination Service:**
Origin to Destination is an ADA term that recognizes the needs of some passengers beyond traditional curb-to-curb service. We will happily assist you from door-to-door under a couple of common sense limitations:

- We will not enter your dwelling
- Our driver will not lose line of sight from his or her vehicle
- The driver will not take actions that are unsafe (i.e. backing down a narrow alley)

If you need door-to-door service, please advise the ride scheduler when you make your reservation.
Carry On Items:
Generally, carry-on items are limited to what you can independently load and store at your feet. Upon request, our driver may assist under the following conditions:

- Assistance is limited to getting items on and off the vehicle – sorry, we can’t “help you in with the groceries”
- Items must fit completely within the vehicle
- Items must (in driver’s estimation) be safe to store/secure for transport
- Driver will not assist with items he or she estimates to weigh more than 25 pounds

Personal Care Attendants:
Personal Care Attendants ride for FREE.

Disability Service Animals:
We welcome your Disability Service Animal. DSAs are defined as dogs of any breed (and a specific breed of miniature horse) that have been trained to perform a function that accommodates a rider’s disability.

Sorry, the ADA considers “comfort” or “companion” animals as pets. We will only transport pets in FAA approved carriers.

Northeast Oregon Public Transit is a service of Community Connection of Northeast Oregon, Inc.

Transit Operations Office
2204 East Penn Ave
La Grande, OR 97850

Reservation Line: (541) 963-2877

www.neotransit.org

For alternative formats of this document, please request via 541-963-2877, or call TTY at 711 or 1-800-735-2900.

A Busy Rider’s Guide to ADA Paratransit in La Grande

Member of the Northeast Oregon Public Transit Network

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