How do I transfer services?

If you are eligible for Paratransit or Medical Transportation services, you will prearrange your transfers through a ride schedule. For example if you travel in from Cove for a medical appointment before 7:30 am you would use a medical transportation program, but then transfer to the CAT Link service to return at 10:30 am.

If you are not eligible for Paratransit service (or you use Rides to Wellness as your Medical Transportation program) you will transfer to Fixed Route bus service for trips within La Grande, and utilize CAT Link services for a scheduled ride back out of La Grande.

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

Public Transit Hub
2204 East Penn Avenue
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
Who Can Ride?

Anyone living in Union County is eligible to ride under this program. There is no restriction based on address, age, disability, or any other type of class. However, the trip must begin and end in Union County. Everyone rides for free on this service, but ride schedulers need to know the number of passengers at the time the trip is scheduled.

How Do I Schedule a Ride?

To schedule a ride, simply call us between 7:30 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 keypad. This service requires that both legs of the trip be scheduled, and cannot accommodate will-call (or flexible time) trips, as it will typically be traveling around the entire county throughout the day.

If you will be transferring to Fixed Route or Paratransit to complete several tasks while in La Grande, those trips may still be scheduled on a will-call basis, leaving only your return home as a set pickup time.

If you need to cancel a ride, we ask for one hour notice so we can make your spot available to someone else, and/or prevent the driver from leaving the Public Transit Hub if no ride will be taking place.

When Can I Ride?

CAT Link services are available Monday through Friday, 7:30 am to 5:30 pm. This means that your initial pick up time must fall within that window. If for example you are traveling to and from Elgin for work you could depart La Grande at 5:30 pm (but not reach home until 6:00 pm) and still be riding within the program parameters.

Service Limitations

Generally, carryon items are limited to what you can independently load and store at your feet. Our driver may assist with loading a reasonable amount of items under 25 pounds on and off the vehicle, but not to and from a building.

All items must fit completely within the vehicle, and your seating area.

Please keep in mind you will need to take your items with you if transferring services.