

Community Connection of Wallowa County

Public Transportation

Rider's Guide



Northeast Oregon Public Transit

Are you ready to ride the bus?



Here are a few things you will need to know.

Wallowa County Public Transportation:

Intercity Bus, Shopping Bus, and Summer Shuttle.

- The **Intercity Bus** runs Monday, Tuesday and Thursdays. You do not need to reserve a ride for the Intercity Bus. It's on a first come first serve basis from Joseph to La Grande with pre designated stops along the way.
- **Shopping Bus:** You must call at least 24 hours in advance to reserve a ride on the bus. The Shopping Bus will come to your house and take you shopping or to run errands.
- The **Summer Shuttle** runs from June through September. To ride the Summer Shuttle, just show up at the designated stop at the desired time.

Rules for Riding Public Transportation

Safety is the Number One Priority

- Wear your seatbelt, it's the law. If you cannot wear your seatbelt due to medical or other reasons, then a letter of exemption from the DMV is required.

- No consumption of food or drink (with the exception of bottled water).
- No defacing the interior or exterior of the bus.
- No smoking or drinking.
- No vulgar language.
- No animals, unless in a small cage or carrier (with the exception of working service animals).
- No illegal, violent, or disruptive behavior.
- No bare feet (and if wearing open-toed shoes please be aware of the wheelchair securement locations).
- No rollerblades or skates.
- No items which cannot be safely stowed without blocking the aisle (**in the driver's estimation**).
- Personal music/gaming devices must be utilized **only** with headphones.
- Priority seating is reserved for the elderly and people with disabilities.
- Standing is acceptable if all seating is utilized but you must remain behind the yellow standee line and use the holding devices provided (bar or strap) to protect yourself and others.

Tips for a Safe Ride

- Don't run across traffic to catch your bus. If you have to run, it's not your ride; you can catch the next one or call the office for more information.
- Only cross at designated crossings and look both ways before you cross.
- Do not cross in front of a bus unless it is fully stopped at a stop sign, parked at designated stops, or in park along the side of the road to pick up passengers.
- When it is dark outside wear light and/or reflective clothing.
- When walking to and from your stop please be aware of your surroundings. Check for buses and other vehicles in the road before looking down at your phone.
- Keep track of your belongings while on board and make sure they are always secured safely.

(Remember in the event of a crash all of those items become potential projectiles that could injure you or your fellow riders.)

BUS FEATURES



**Community Connection and all of our buses
are fully accessible using mobility devices**

- All of our buses are equipped with either a powered lift or a boarding ramp to allow for the use of ADA equipment while boarding.

- All you need to do is ask the operator to lower it when you are trying to board. They will be glad to assist you.
- Our buses have priority ADA seating including security points.
- The best practice for boarding with a mobility device is to wait in sight of the driver, ask for the lift or ramp to be lowered (if it has not already been deployed for you), move to a priority seating point at the front of the bus or a wheelchair securement location available to you.
- For the safest ride, the bus driver will secure your wheelchair or mobility device with manufacturer installed security and over the shoulder seatbelt.
 - **For wheelchair/scooter riders not wanting securement with the bus seat belt system they must provide a letter from DMV stating they are exempt.**

Bring Your Bike

You can bring it with you!



On a first come, first serve basis, we have bike racks available for stowing your bike on the outside of the bus while you ride. This option is particularly convenient if you are traveling a distance further than your destination on our Deviated Fixed Route; Demand Response or Intercity services. Please keep in mind there are only two spots on the rack. It is preferable that you load your bike yourself, but our drivers are available for assistance in loading upon request.

What Can I Bring On Board the Bus?

- Mobility Devices
- Personal 2-wheeled cart (if it can be secured without blocking the aisle **at drivers' discretion**)
- Strollers that can be folded and moved out of the aisle for safety (typically “umbrella” style)
- Any bags you are carrying on your person, so long as they can be safely stowed without blocking the bus aisle (**in the driver’s estimation**)
- Food and drink may be brought onto the bus if it is in a sealed container (**there is no eating or drinking on the bus except for bottled water**)
- Working Service Animals (the ADA does not recognize comfort or companion animals as service animals)
- (IF TRANSPORTED IN A CARRIER) other small pets
- Personal portable electronics (i.e. cell phone or hand-held gaming devices with headphones).
- Drivers are not responsible for unattended personal belongings left on the bus.
- Our drivers will NOT assist with any item that in his/her estimation exceeds 25 pounds in weight.

Traveling With Children



Oregon Car Seat Laws

- A child who weighs 40 pounds or less must be properly secured with a child safety seat that meets the same laws established by the Department of Transportation.
- 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 seat until they are 4'9" tall or 8 years old and the adult belt fits properly.

Strollers

- You are allowed to bring a stroller on board the bus, but you must be able to safely stow it without blocking the aisle. Because of this, a collapsible stroller is recommended. You may board the bus with your child in the stroller but before the bus can begin moving again, you will need to remove the child from the stroller.
- You may find it more convenient to ask the driver to lower the ramp/lift prior to your boarding. We ask that you yield priority seating to the elderly or riders with disabilities.
- Please hold on to your children when entering and exiting the bus; their safety is important to us. You will need to keep track of your children while the bus is in motion. Please make sure that they are following all of the rules for riding in addition to the tips for a safe ride both on and off of the bus.
- Children ages 12 and up are eligible to ride the bus without being accompanied by an adult. Decorum is expected while they ride despite the removal of the requirement that a parent or guardian ride with them.

Refusal of Service

Wallowa County Public Transit reserves the right to deny entry or to remove any passenger who interferes with the safe operation of the vehicle. In most cases, this cessation of services would end with the business day. This refusal of service can be issued by the driver in an instance of a violation of the Rules for Riding.

However, in circumstances of continued abuse of the Rules for Riding a longer suspension, or formal suspension period may be issued; said suspension would be for at least 5 days but not to exceed 30 days. In the case of suspension, the rider may not be allowed to use services during that time.

In the instance of formal suspension, the Assistant Transit Manager will issue a written suspension. This document will include the length of suspension, the reason for suspension, and a written explanation of the appeals process.

All suspension windows are open to a written appeals process submitted to the Assistant Transit Manager in writing. An appeal request form is available at Community Connection (see Appendix B). The form is to be completed and attached to your letter of appeal. You have 14 calendar days from the day of your formal suspension to file an appeal with the Assistant Transit Manager. She/he will investigate the issue and interview witnesses before providing you with a final conclusion in writing (or accessible format upon request). **For contact information, see Appendix A.**

Appendix A

Route Questions and Deviation Requests:

(541) 426-3840

Hours of Service:

Monday through Friday 8:00 am to 5:00pm

Oregon Health Plan/Medicaid Rides:

Medical Transportation Program (541) 263-7636 or

(877)-875-4657

Contact Information:

Community Connection of Wallowa County

702 NW 1st St.

Enterprise, OR 97828

(541) 426-3840

www.neotransit.org

Jennifer Hayslip, Assistant Transit Manager, (541) 426-3840

Connie Guentert, County Manager, (541) 426-3840

Appendix B

Sample Suspension Appeal Form. Please pick up full copy of form at the Community Connection office in Enterprise in the instance of a formal appeal.

SUSPENSION APPEAL FORM

INSTRUCTIONS: Please complete this form and attach your letter of appeal and return it in person, or via the Postal Service, to Community Connection.

Contact Information (Please print clearly):

Name: _____

Address: _____

Telephone#:(____)_____

Customer's Signature:

Date: _____

(This form will be returned if it is not signed and dated)

Return appeal form and letter to:

Community Connection
702 NW 1st St.
Enterprise, OR 9782

Appendix C:

Bus Fares

Intercity Bus Fare: (\$10.00 round trip)

\$1.50 each way within Wallowa County, \$3.50 each way from Elgin and Imbler. \$5.00 each way between La Grande and Wallowa County.

The Intercity Bus runs each week on Monday and Tuesday morning and Thursday afternoon. Route begins in Joseph and stops in each town En route to La Grande. This schedule is designed to connect with the Greyhound bus in La Grande allowing passengers to travel beyond Oregon borders. Veterans travel free to medical appointments.

Shopping Bus: Fare Free.

The shopping bus is a demand response service that runs Monday through Friday. Monday, Wednesday and Friday in the upper valley, Tuesday, and Thursday in the lower valley. Please call in advance so we can better serve you. 24-hour reservation is required 72 hrs. for Mondays. Passengers are picked up and dropped off at their desired locations.

Summer Shuttle Bus: Fare Free.

The Summer Shuttle Services run from June through September. The Shuttle makes 6 round trips from Enterprise to Wallowa State Park normally Monday through Saturday. (Schedule subject to change depending on available resources).

Call TTY @ 711 or 800-735-2900

Alternative formats available upon request