



Rider's Guide

August, 2023 Revision

Baker City Trolley Deviated Fixed Route and its associated Demand Response service are operated by Northeast Oregon Transit (NEOtransit), a program of Community Connection of Northeast Oregon, Inc.

For more information contact:

NEOtransit

2810 Cedar St.

Baker City OR 97814

(541)523-7433

TTY: 711 (Relay)

See the website at www.NEOtransit.org for more transportation options

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Section One – The TROLLEY Scheduled R

Deviated Fixed Route

1.0 CATCHING THE TROLLEY:

1.1 WHAT THE TROLLEY DOES:

The TROLLEY endeavors to provide a safe, efficient, courteous and affordable deviated fixed route public transit service in Baker City.

1.2 SERVICE SUMMARY:

The TROLLEY runs between the NEOtransit location and St. Alphonsus Medical Center with various stops and points of interest between. The days of operation are Monday through Friday, 7 AM to 6 PM and Saturdays 8 AM to 12 PM and 1 PM to 5 PM.

The TROLLEY is closed on federal holidays.

Please see Appendix A for route maps and schedule details.

1.3 CAN I GET A RIDE?

YES!! **The TROLLEY is open to ANYONE.** All vehicles are equipped with wheelchair lifts; however, if a disabling condition prevents you from using the deviated fixed route, you can also use our Demand Response service for mobility accommodations.

1.4 BUS STOPS:

Bus stops have been conveniently placed in public areas throughout the community. Every effort is made to keep our buses on time (The TROLLEY driver stops only long enough to safely board passengers and may not stop at all if there are no passengers at a stop). So it's always a good idea to arrive at your stop a few minutes early and allow yourself enough travel time to get to your destination if the bus is a few minutes late. Please allow passengers to get off the bus before you try to board.

When approaching your bus stop, be prepared to disembark as soon as the bus comes to a stop. **For your safety, please remain seated until the vehicle comes to a complete stop.**

1.5 FLEX STOPS:

Catching a TROLLEY doesn't limit you to a bus stop. At most points along a route you are welcome to flag down the Trolley and the driver will pull over at the nearest safe point and allow you to board. Please flag down the trolley from an intersection corner if possible.

Likewise, it is not necessary to ride to a fixed stop before exiting the bus. Simply tell the driver at what point in the route you'd like to make a Flex Stop to unload, and request stop one block ahead of time, so driver can safely pull over.

We can only flex stop at corner intersections on Main Street between Campbell and Auburn Ave. (see Appendix A for a route map).

1.6 SAFETY, COMFORT & COURTESY:

To help make sure that everyone has a safe and comfortable journey, please observe the following travel tips and safety guidelines:

1. Please reserve the seats in the front of the bus for elderly passengers and passengers with disabilities.
2. If your action or behavior creates a hazard, you are subject to removal, citation, or arrest.
3. Please use media players with earphones only
4. Fold shopping carts and strollers and keep them and other objects out of the aisles.
5. Infants should be held securely on your lap, or placed in your child carrier.
6. Keep all food and beverages in closed containers, and place litter in trash cans.

1.7 REFERENCE:

Please see also the following sections related to the TROLLEY System:

Section 2 on Limitations

Appendix A Route and Schedule

Appendix B Demand Response Service

~~Section Two Limitations~~

2.0 LIMITATIONS

2.1 ANIMALS:

Service animals are welcome on the TROLLEY. No permit is required, but you may be asked to confirm that your animal is a service animal. You are responsible for the care and supervision of your animal while on board; the animal must be on a leash or in a carrier, and in your control at all times. Birds, Reptiles, amphibians and rodents must be kept in an enclosed carrier. The animal may not sit on a vehicle seat.

No other animals are allowed, unless they are in a carrier.

2.2 CARRY-ON ITEMS AND PASSENGER ASSISTANCE:

The TROLLEY's driver will assist all passengers who require the use of our ADA lifts and equipment. Upon request, the driver will assist passengers in boarding or deboarding from the bus.

The driver will NOT assist with a passenger's carry-on items. Carry on items are limited to those parcels that a passenger can load, unload and stow safely (in the driver's estimation) for transport.

2.3 PERSONAL CARE ATTENDANTS:

The TROLLEY happily provides free rides to the care attendant of a passenger with a disability (based on his or her paid fare) we do not provide, refer or recommend care attendants.

2.4 MOBILITY DEVICES:

We will not transport any mobility device that exceed the capacity of our equipment. Wheelchairs must fit entirely within the width of our ramp/lifts (including helper ringer on wheels). We will likewise not attempt a boarding where the combined weight of a rider and device exceeds equipment specifications. If you have a large mobility device, please call for an evaluation before making a ride request.

2.5 SECURING MOBILITY DEVICES:

Passengers with Disabilities have the option of having their wheelchair or scooter secured in deviated fixed route services. The TROLLEY's driver (**and only the driver**) will be responsible for securing your mobility device into our vehicle. In addition, we encourage all of our passengers to take advantage of our shoulder restraints and lap belts.

2.5 DEMAND RESPONSE:

NEOtransit of Baker's Demand Response service (similar to "Dial-A-Ride") provides mobility modification for people who struggle to use our deviated fixed route system. For further information on our demand response service please call our office at (541) 523-7433. Please see Appendix B.

2.6 REFUSAL OF SERVICE:

The TROLLEY shall not discriminate based on race, color, religion, gender, age, marital status, or national origin. We maintain the right to refuse service based upon (but not limited to):

- a) Situations where a rider engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others; and
- b) Baker NEOTransit shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in involuntary behavior that may offend, annoy, or inconvenience others.

In addition to these restrictions, The TROLLEY **will NOT** transport anyone with a medical emergency (unless the emergency occurs during transit, boarding or deboarding from the bus).

2.7 OTHER PROHIBITED CONDUCT:

In addition to the items listed in the foregoing, a passenger may not:

- Smoke or spit on the bus
- Fight, push, shout or engage in rough behavior
- Use vulgar or offensive language
- Throw objects
- Engage in illegal activity
- Carry hazardous objects, firearms or weapons
- Transport caustic, flammable or poisonous materials
- Transport any material that may harm others, could spill or has an offensive odor

Section Three – Appendixes and References

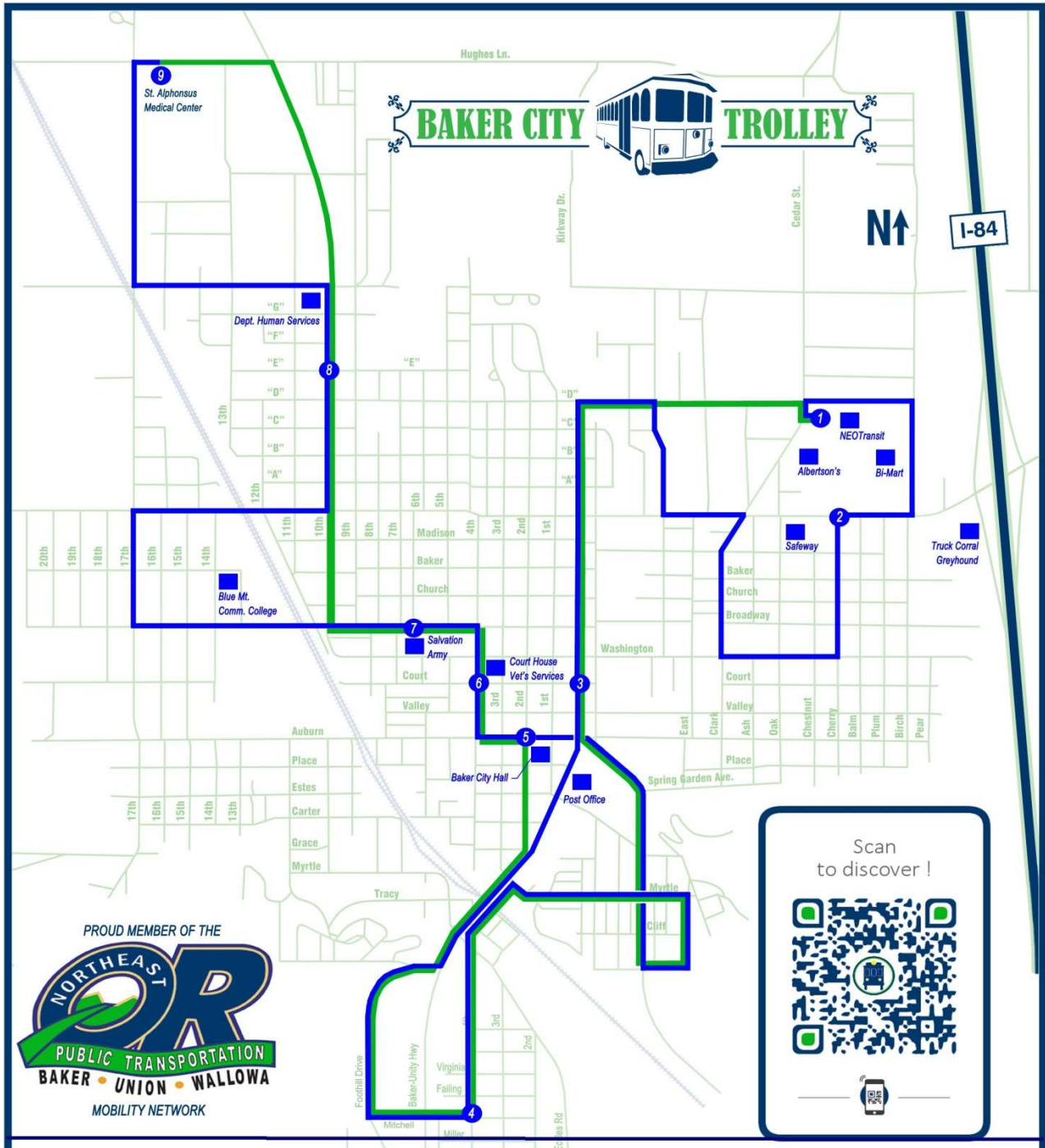
Appendix A – Regular Route and Schedule

APPENDIX A – Regular Route and Schedule

(Stops on the following minutes of each hour)

Stop #		West bound	East bound	Interests Nearby
1	NEOtransit	:00	:55	Community Connection, Community Action Agency
2	Campbell & Cherry	:02	---	Baker Towne Square - Albertsons, Movie Gallery; Safeway
3	Main & Court	:09	:49	Downtown Historic Baker City
4	4 th & Mitchell	:13	:41	Residential, South Baker area
5	2 nd & Auburn	:21	:37	Courthouse; Baker Middle School
6	4 th & Court	:22	:36	Salvation Army
7	Broadway & 6th	:23	:35	Dept. of Human Services; Baker High School
8	10 th & E St.	:27	:33	Doctor Clinics; Health Dept.; shopping
9	St. Alphonsus Medical Center	:28	:30	Doctor Clinics; Health Dept.; shopping

APPENDIX A –Regular Route and Schedule (cont’d)



APPENDIX B – DEMAND RESPONSE POLICY

1.0 SYSTEM OVERVIEW

1 - WHAT IS “DEMAND RESPONSE” PUBLIC TRANSPORTATION?

Demand Response – is the term for the model we use to provide our patrons with curb to curb transportation service. It means that we pick you up at the address you request and take you to the next address you request. We will provide the necessary level of service to provide your ride from origin-to-destination.

1.1 HOURS OF SERVICE:

The Demand Response service operates Monday through Friday from 7 AM to 6 PM. The Trolley deviated fixed route service operates Monday through Friday from 7 AM to 8 PM and Saturdays 8 AM to 12pm and 1pm to 5 PM.

1.2 SERVICE AREA:

The service area of Demand Response is $\frac{3}{4}$ of a mile from any fixed route point. In general, Demand Response in Baker City covers the area within the city limits. (See Section 3 for a route map).

1.3 SCHEDULING A RIDE:

Trip planners are available to take your call at **(541) 523-7433** on **Monday through Friday from 8 AM to 3:30 PM. Simply schedule your trip at least one day in advance.**

For your convenience, we'll consider your reservation up to 14 days in advance.

1.4 TYPES OF TRIPS:

We offer three types of trips, Simple, Compound & Subscription.

Simple Trips

Simple trips are from one point to another and back. A trip to the Post Office and back home is a simple trip.

Compound Trips

Compound trips are those that require more stops. From home to the post office, the post office to the bank, the bank to the grocery store and the grocery store to home is a compound trip.

Subscription Trips

Frequent riders can schedule on-going rides on a subscription or “standing order” basis provided they meet two conditions:

- 1) It must be a simple trip occurring at the same time, same day of each week.
- 2) It must occur weekly (or more frequently).

The advantage to subscribing a trip is that you will not need to call in a day in advance to reserve it. Subscriptions expire after 30 days but can be renewed.

1.5 READY TO ROLL?

Your Demand Response appointment is our best estimate of your position on our schedule. You must be ready to ride TEN MINUTES before a pickup. Likewise, we may be running as much as TEN MINUTES late on any given day.

Courtesy Window:

It is our policy to give you a two-minute courtesy window (meaning we will wait two minutes beyond your scheduled pickup time for you to appear before proceeding on to our next scheduled rider).

However, if the Courtesy Window closes before you appear for your appointment, your trip will be booked as a “no-show” (see Section 1.17) and you will need to book another appointment to ride. **Our drivers are not available to return.**

The driver can assist you on and off the bus. Likewise, on a case by case basis, he or she may assist you to the door of your house or destination.

However, our driver will **NEVER** leave the line of sight from his or her vehicle.

1.6 BUS FARE:

Beginning July 1, 2023 both Demand Response and Deviated Fixed Route services became **Fare Free**.

1.7 CARRY ON ITEMS:

You may carry on those items which can be safely secured, and which you can load and unload **independently**. While a driver may assist you on and off the vehicle, we will not “help you in with the groceries.” The driver will never leave a line of sight with his or her vehicle.

1.8 PERSONAL CARE ATTENDANTS:

Demand Response will transport a personal care attendant free of charge with your paid fair. Public Transit will not provide you with a care provider, nor can our driver fill this role.

1.9 CANCELLATION AND NO-SHOWS:

If you are unable to make a scheduled ride, you must notify us by calling the office at least fifteen minutes before your scheduled pickup time to avoid a “no-show”. Our drivers **CAN NOT** make scheduling changes. If you need to cancel a ride outside of office hours, please dial (541) 523-7433 to leave a voice mail message.

Within a 30-day period, three (3) or more no-shows representing at least 50 percent of scheduled trips will be grounds for a temporary suspension of service.

A No-Show on a subscribed trip may result in the automatic cancellation of future subscriptions.

2.0 LIMITATIONS

2.1 ANIMALS:

With the exception of a disability service animal, it is required that animals be transported in carriers.

2.2 REFUSAL OF SERVICE:

NEOtransit Baker shall not discriminate based on any protected status. We maintain the right to refuse service based upon (but not limited to):

- a) Situations where a rider engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others; and
- b) Baker NEOTransit shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in involuntary behavior that may offend, annoy, or inconvenience others.

A passenger denied service for cause has a right of review and appeal process.

2.3 MOBILITY DEVICES:

To be eligible for transport, wheelchairs and scooters must fit within the parameters of our ADA compliant equipment (30 inches wide, 48 inches long and weighing no more than 600 pounds – chair and occupant). If you have a scooter or large wheelchair, please call for an evaluation before making a ride request.

2.4 SECURING MOBILITY DEVICES:

Demand Response requires all mobility devices to be secured. The bus driver (**and only the driver**) will be responsible for securing your mobility device into our vehicle. In addition, we encourage all of our passengers with mobility devices to take advantage of the shoulder restraints and lap belts featured in our ADA accessible vehicles.

2.5 OTHER PROHIBITED CONDUCT:

In addition to the items listed in the foregoing, a passenger may not:

- Eat, drink, smoke or spit on the bus
- Fight, push, shout or engage in rough behavior
- Use vulgar or offensive language
- Throw objects
- Engage in illegal activity
- Carry hazardous objects, firearms or weapons
- Transport caustic, flammable or poisonous materials
- Transport any material that may harm others, could spill or has an offensive odor