

***Northeast Oregon Public
Transit -
Baker County***



Operations Plan

FY 2023 - 25

Purpose and Goals:

It is the purpose of the Operations Plan to describe the scope of work to be undertaken by Northeast Oregon Public Transit (NEOtransit)- Baker County for the next biennium. NEOtransit services operate in three counties - each with its own fleet, management team and service delivery strategies. NEOPT is a program of the larger parent nonprofit, Community Connection of Northeast Oregon, Inc. which administers and ultimately oversees the regional operation.

This document captures the anticipated parameters of service and forecasts opportunities and challenges that can reasonably be anticipated. It is the goal of this publication to guide the on-going conversation about how public transit is planned, deployed, and managed in Baker County.

Layout:

This plan contains the following sections:

Section 1 describes anticipated methods of delivery and changes (if any) that are coming in the next biennium.

Section 2 describes known project opportunities or challenges and material impacts (if any) that may occur in our method, means, or model of delivery.

Section 3 describes known projects that plan, inform or may otherwise impact operations in the biennium (but are not themselves operations processes).

At the end of this plan a set of shared appendixes provides examples of published support materials.

Definitions:

While every effort has been made to keep this publication user friendly, it is sometimes necessary to use an industry term to demonstrate compliance with regulations (such as Title VI of the Civil Rights Act or the Americans with Disabilities Act). This subsection is intended to help guide the reader when the following terms appear:

ADA: Americans with Disabilities Act of 1990.

Curb-to-Curb: This term often applies to Demand Response and Route Deviation modes of service. It means that the passenger is responsible for getting him or herself to and from the vehicle.

Demand Response: Sometimes called Dial-a-Ride, Demand Response service is a curb to curb (sometimes door-to-door) service. The passenger makes a trip reservation in advance and the bus comes to him or her.

Deviated Fixed Route: Sometimes called Route Deviation, this term refers to a Fixed Route delivery strategy that allows the bus to temporarily leave the route to perform Curb-to-Curb pickups between scheduled stops.

Dial-a-Ride: Please see Demand Response.

Door-to-Door: Door-to-Door indicates that passenger assistance is available from the door of the origin to the first door of the destination. The ADA refers to this level of service as *Origin-to-Destination*.

Flag Stop: Sometimes called a *Flex Stop*, this term refers to a passenger's ability to access a Fixed Route or Deviated Fixed Route at points between formal stops by waiving to the driver to indicate he or she wishes to board.

Fixed Route: A fixed route system is a bus that follows a prescribed path on a published schedule. Passengers can access that bus at formal stops or points along the route.

Intercity: An Intercity service is a bus that runs between two or more communities with the intent of connecting passengers to another service provider. Intercity lines are express services. While they may serve communities between their main hub points these are considered incidental and kept to a minimum. Intercity lines do not deviate from published routes and schedules.

Holidays and Closures:

The following holidays will be observed by Northeast Oregon Public Transit in the coming year, and services will be closed

- | | |
|------------------------------|------------------------|
| ➤ Independence Day | July 4, 2024 |
| ➤ Labor Day | September 2, 2024 |
| ➤ Thanksgiving | November 28 - 29, 2024 |
| ➤ Christmas | December 25, 2024 |
| ➤ New Year's Day | January 1, 2025 |
| ➤ Martin Luther King Jr. Day | January 20, 2025 |
| ➤ Presidents Day | February 17, 2025 |
| ➤ Memorial Day | May 26, 2025 |
| ➤ Juneteenth | June 19, 2025 |

*Community Connection's Board of Directors provides for an additional "Floating Holiday" during the Christmas Season as authorized by the Executive Director. At the time of this draft, staff cannot anticipate the date of a Floating Holiday.

Living Document:

This document is our best forecast for the coming year. It should not be construed as limiting our response to opportunities, or our options to resolve challenges. Moreover, it is intended to inform subsequent plans, while creating a historical record for future development.

Section 1: Existing Services

Deviated Fixed Route:

The Trolley Deviated Fixed Route runs between the Neotransit and St. Alphonsus Medical Center from 7:00 AM to 6:00 PM, Monday through Friday and from 7:45 AM to 12:45 PM on Saturdays. This service is intended to continue this fiscal year.

Existing Deviated Fixed Route Map & Legend:

541-523-7433

Getting a deviation is easy. Just call us the day before your ride to request one.

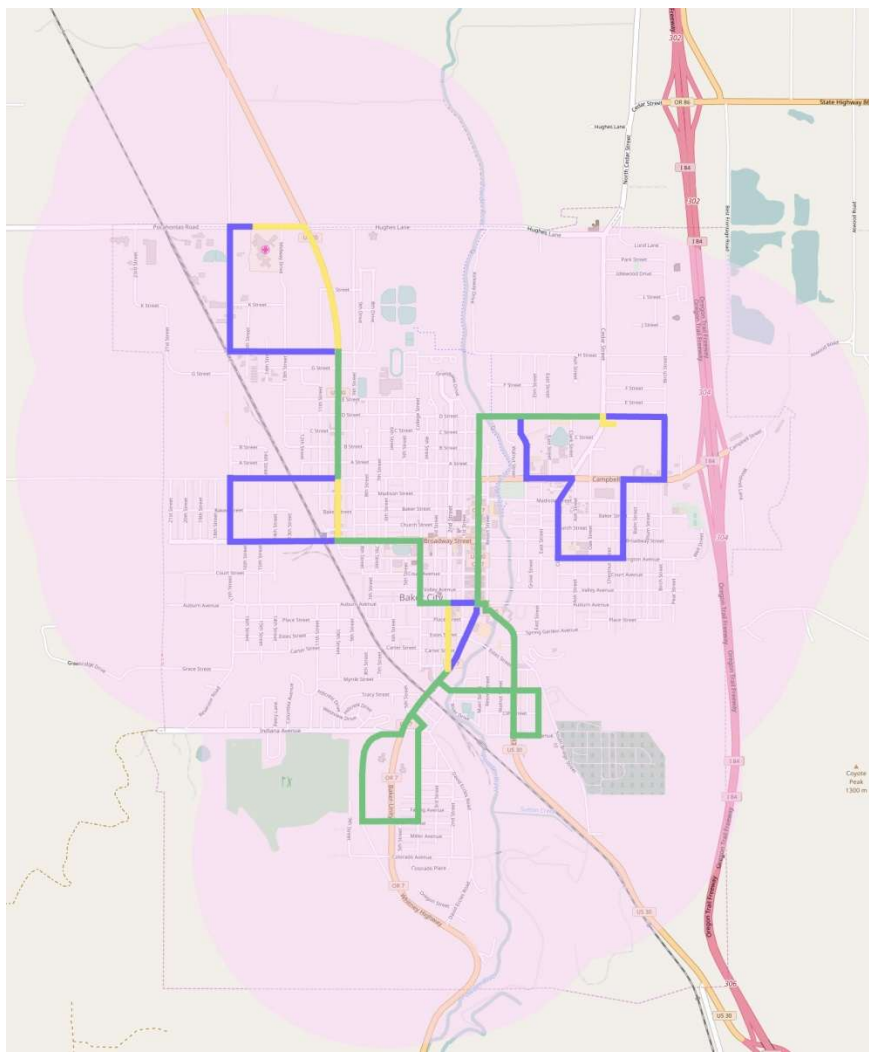
Runs 7am - 6pm
Monday - Friday

START	1	2	3	4	5	6	7	FINISH
Transit Hub	Main and Court	2 nd and Auburn	Saint Al's	Safeway	Grocery Outlet	Bi-Mart	Transit Hub	
7:00 am	7:03 am	7:06 am	7:15 am	7:23 am	7:25 am	7:28 am	7:30 am	
7:45 am	7:48 am	7:51 am	8:00 am	8:08 am	8:10 am	8:13 am	8:15 am	
8:30 am	8:33 am	8:36 am	8:45 am	8:53 am	8:55 am	8:58 am	9:00 am	
9:15 am	9:18 am	9:21 am	9:30 am	9:38 am	9:40 am	9:43 am	9:45 am	
10:00 am	10:03 am	10:06 am	10:15 am	10:23 am	10:25 am	10:28 am	10:30 am	
10:45 am	10:48 am	10:51 am	11:00 am	11:08 am	11:10 am	11:13 am	11:15 am	
11:30 am	11:33 am	11:36 am	11:45 am	11:53 am	11:55 am	11:58 am	12:00 pm	
12:15 pm	12:18 pm	12:21 pm	12:30 pm	12:38 pm	12:40 pm	12:43 pm	12:45 pm	
1:00 pm	1:03 pm	1:06 pm	1:15 pm	1:23 pm	1:25 pm	1:28 pm	1:30 pm	
1:45 pm	1:48 pm	1:51 pm	2:00 pm	2:08 pm	2:10 pm	2:13 pm	2:15 pm	
2:30 pm	2:33 pm	2:36 pm	2:45 pm	2:53 pm	2:55 pm	2:58 pm	3:00 pm	
3:15 pm	3:18 pm	3:21 pm	3:30 pm	3:38 pm	3:40 pm	3:43 pm	3:45 pm	
4:00 pm	4:03 pm	4:06 pm	4:15 pm	4:23 pm	4:25 pm	4:28 pm	4:30 pm	
4:45 pm	4:48 pm	4:51 pm	5:00 pm	5:08 pm	5:10 pm	5:13 pm	5:15 pm	
5:30 pm	5:33 pm	5:36 pm	5:45 pm	5:53 pm	5:55 pm	5:58 pm	6:00 pm	

Demand Response:

Demand Response is an *origin to destination* passenger service that complements the Deviated Fixed Route. In Baker County, the Demand Response Service runs: 7:00 AM to 5:00 PM, Monday through Friday.

Baker NEOtransit offers this service within $\frac{3}{4}$ of a mile on either side of our Deviated Fixed Route line. The image below delineates the service area.



InterCity:

NEOtransit - Baker will continue running the Intercity Connector to La Grande (serving the communities of Haines and North Powder in route) on its traditional route and schedule in the coming year - marketing materials can be reviewed in Appendix A. The Connector runs twice daily, Monday through Friday. It leaves Baker City at 7:00 AM and 4:15 PM, arrives in La Grande at 8:03 AM and 5:18 PM and leaves La Grande to return to Baker City at 8:15 AM and 5:25 PM.

Rural Demand Response:

Demand Response (sometimes called Dial-a-Ride) differs from Paratransit in that it is open to the public without an eligibility process. Demand Response is a common mode for contract services such as Medicaid and Coordinated Care.

While most of the Demand Response services in Baker County are delivered in and around Baker City, the mode is also employed to address the needs of the rural bedroom communities.



Baker County Public Transit offers service to Baker City every Wednesday from the east county towns of Halfway, Richland and Newbridge. The bus leaves Halfway at 8:00 AM and arrives in Baker City at 9:00 AM. In Baker City the service distributes passengers to local destinations and collects them for the return trip upon completion of local business. Due to the passenger consensus scheduling model the

return to Halfway time is variable but seldom runs later than 3:30 PM. All-inclusive bus fare is \$7

On Thursdays beginning in July of 2019 Demand Response services expanded to bring passengers from their homes in Baker City then on to pick up Huntington residents and finally the shopping and appointment bus delivered these passengers to various points of interest in the Ontario community. The bus departs Baker City at 8:00 AM and returns typically no later than 4:30 PM. Seat reservations can be made by calling the reservation line (541) 523-7433. This is a fare free service.

On a weekly basis beginning in July of 2019 Demand Response services expanded to bring passengers from their homes in Sumpter to Baker City on a shopping and appointment bus delivering these passengers to various points of interest in the Baker City community. The bus departs Sumpter at 9:00 AM and returns typically no later than 4:00 PM. Seat reservations can be made by calling the reservation line (541) 523-7433. This is a fare free service.

On Mondays, Wednesdays and Fridays beginning in July of 2019 Demand Response services expanded to bring passengers from their homes in the local Baker Valley towns of Haines, Keating, Medical Springs and Wingville. This shopping and appointment bus delivering these passengers to various points of interest in the Baker City community operates as part of our Baker City Demand Response service from 7:00am – 5:00pm, Monday through Friday. This is a fare free service.

Medicaid Contract:

Delivery of Medicaid/Affordable Care Act service is considered incidental to our existing operation. A Medicaid assignment can be provided any day, at any time, to any authorized destination, from any authorized pickup address. The broker pays the fully allocated cost of the trip.

No changes are anticipated in the coming biennium.

Highly Rural Veterans Transportation:

Highly Rural Veterans Transportation is a grant-based program that helps veterans in transit jurisdictions characterized by less than 7 people per square mile access the Veteran's Administration (VA) authorized VA health care facilities. Services are

available to eligible riders on the same basis as Medicaid - incidental to existing Public Transit services. The service can run any day, at any time, to any authorized destination.

Highly Rural Veterans Transportation is subject to grant funding. Services may be limited or suspended in the absence of resources (or between allocation cycles).

Innovative Mobility Program:

This new service was created in July of 2024 in an effort to increase ride sharing of out of county medical transports for Veterans. This is a one-year mini grant that was piloted to ensure that our funding for Veteran medical transports to V.A approved facilities would stretch throughout a 12 month period without running out before the Highly Rural Veteran Transportation grant was once again funded.

Rides to Wellness:

The Rides to Wellness Program provides out of county rides to specialized medical appointments for Baker County residents who have no other means of transportation and no transportation benefits, such as Medicaid or Veteran’s Administration. There is a co-pay based on miles to be traveled, which maxes out at \$25 for 150 miles or more each way, this would be \$50 roundtrip. Under certain circumstances we will provide scholarships when absolutely necessary for extremely low-income individuals.

Event Driven Projects:

Other Recreational Excursions Year Around

At times throughout the year we offer recreational trips to the Wild Horse Casino, Wallowa Lake, or special interest community events throughout Baker County on a first-to-sign-up basis until the bus seats are taken.

Sumpter Flea Market Labor Day and Memorial Day Weekend

When we are asked, during the three-day summer weekends, Sumpter hosts one of the largest flea markets in Oregon. A bus leaves the Baker City at 7:00 AM and spends the day circulating through Sumpter. The bus returns to Baker City at 6:00 PM.

All access services are open to the public.

Emergency Services

On Demand

In the event of a declared emergency, our services may be mobilized by County, State or Federal emergency management officials. We will comply and prioritize such requests if we are called upon.

Charter and Contract Services

On Demand

NEOtransit – Baker does not offer charter services.

Section 2: Opportunities and Challenges

Fixed Route has become a Deviated Route:

On January 1, 2021 our Fixed Route became a Deviated Fixed Route. Sometimes called Route Deviation, this term refers to a Fixed Route delivery strategy that allows the bus to temporarily leave the route to perform Curb-to-Curb pickups between scheduled stops. By changing our Fixed Route to become a Deviated Fixed Route Baker County Public Transit can offer Demand Response in Baker City, which allows more passengers to become eligible for public transportation.

Operations Opportunities:

Baker County Public Transit staff will consider a broad range of public mobility factors when deciding which (if any) community event(s) to partner with. These will include (but not be limited to) the availability of public/private partnerships, basic

cost-benefit analysis and anticipated volume contributions to overall system efficiency.

Out of County Excursion:

Annually

Baker County Public Transit would like to try and do two out of county excursions annually. This would create an opportunity for Baker County residents who can't or don't drive to take a day trip out of the county. The transportation provided will be reliable and affordable.

Planning Opportunities:

Safety Management Systems (SMS)

With guidance from the FTA for rural systems finally taking shape, Baker County Public Transit will participate in the regional development of a Safety and Security Plan (sometimes called Safety Management Systems Plan).

Challenges:

1. Staffing

In preparation for expected service expansion under the new Statewide Transportation Improvement Fund (STIF) provided by House bill 2017, more staff will be needed, including drivers and operations staff.

2. Rides to Wellness

Getting Baker County residents to specialized appointments outside of the county has been a significant challenge. In the past we have received small grants from St. Alphonsus Medical Center to support a "Rides to Wellness" program. This program consisted of a copay based on the miles of the trip. An example of the cost would be a round trip to the Boise area is \$50. The program is now sustained by STIF and is moving to a ride sharing service to stretch the dollars and operate year around.

3. Highly Rural Veterans Transportation Grant

The Highly Rural Veterans Transportation Grant has historically not provided sufficient resources to meet its needs. As a relatively new endeavor, Baker County

Public Transit has funded demand from discretionary sources, but this is not a sustainable solution. This service is also moving to a ride sharing service to stretch the funding and provide access year around.

Section 3: Pending Projects

Mobile App Development

Recognizing the domination of mobile technology in the market (especially during peak tourist season), Baker County Public Transit will be working toward a mobile application in the next biennium. Staff will provide content and updates to the application under development for Northeast Oregon Public Transit in the Union County office.

Appendix A: Published Rider Guides and Marketing Materials



Need a ride that's not on the route?

You need a deviation!

**Getting a deviation
is easy. Just call us
the day before your
ride to request one.**

**Here's where the
bus can go!**



Baker City

541-523-6591

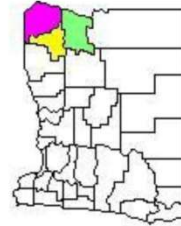
**Community Connection
of Northeast Oregon, Inc.**

FARES

	One Way	Round Trip	Monthly Pass
Baker / Haines	\$ 3	\$ 5	\$ 50
Baker/ N. Powder	\$ 5	\$ 8	\$ 80
Baker/LaGrande	\$ 8	\$ 11	\$ 110
Haines/ N Powder	\$ 3	\$ 5	\$ 60
Haines/LaGrande	\$ 6	\$ 9	\$ 90
N Powder/LaGr.	\$ 5	\$ 8	\$ 80

Purchase tickets / passes directly from the driver, or from a NEDtransit office .

Monthly passes provide unlimited use during that calendar month. No partial month passes .

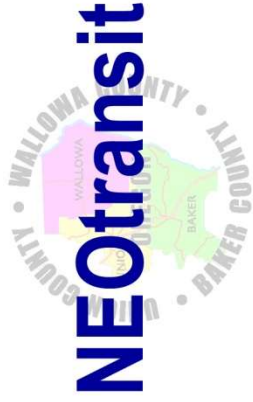


**Serving Northeast
Oregon**



NEOtransit

Community Connection of Baker Co.
2810 Cedar St.
Baker City OR 97814
Phone: (541)523-6591
E-mail: baker.info@ccno.org



Baker City
Haines - N. Powder
LaGrande

Regional
Intercity
Connector





Who Can Ride?

This service is open to the general public, so everyone can ride.

Transportation Network -

Find everything you need to know about all available public transit services in Oregon by visiting www.tripecheck.com Transportation Options page.

We are part of the Oregon Transportation Network!



You will find information on Oregon Transit Providers, bus schedules, road conditions, and just about any information you need to travel around the state.

Other Transportation Connections:

Baker City Cab	-	523-6070
ARC Cab Co.	-	663-0572
NEO Transit offices		
Baker City	-	523-6591
LaGrande	-	963-2877
Enterprise	-	426-3840

How to access the bus -

Simply show up at the bus stops shown on the schedule in this brochure. Seats are available on a first come - first served basis, with preference given to those holding monthly passes.

The bus does not deviate from its route and stops.

*Note: the Baker Bow stops at EDU and Grande Ronde Hospital prior to its arrival at the Transit Hub. Also the VA Clinic or Baker Greyhound Station on request.

Service for persons using wheelchairs -

To be sure we have a vehicle that is accessible at the time you ride, please call the NEOtransit office one day ahead of your ride and we will have an ADA accessible vehicle in service for you.

Connecting Services--

Fixed Route services (Baker City Trolley or LaGrande/Island City Shuttle) connect with the Baker Bow. However, if you are unable to use fixed-route service, you may apply for Paratransit service which will provide a ride to destinations outside of the fixed-route service areas.

To apply for Paratransit or Dial-a-Ride service, get an application from the bus driver, or contact the NEO-transit offices in Baker City or LaGrande.



Our Service provides ADA Accessible Transportation

Monday thru Friday:

Arrive	Destinations	Depart
<u>Morning</u>		
7:14am	Westbound Community Connection	7:00am
7:24am	Haines Mercantile Store	7:16am
8:03am	North Powder Café LaGrande Transit Hub*	7:26am
<u>Eastbound</u>		
8:38am	LaGrande Transit Hub	8:15 am
8:52am	North Powder Café	8:40 am
9:08am	Haines Mercantile Store Community Connection	8:54 am
<u>Evening</u>		
4:29pm	Westbound Community Connection	4:15 pm
4:39pm	Haines Mercantile Store	4:31 pm
5:18pm	North Powder Café LaGrande Transit Hub*	4:41 pm
<u>Eastbound</u>		
5:50pm	LaGrande Transit Hub	5:25 pm
6:00pm	North Powder Café	5:52 pm
6:18pm	Haines Mercantile Store Community Connection	6:02 pm
1st Thursday of month ONLY		
<u>Arrive</u>		
<u>Westbound</u>		
11:14am	Community Connection	11:00am
11:24am	Haines Mercantile Store	11:16am
12:03am	North Powder Café LaGrande Transit Hub*	11:26am
<u>Eastbound</u>		
12:40pm	LaGrande Transit Hub	12:15pm
12:50pm	North Powder Café	12:42pm
1:09pm	Haines Mercantile Store Community Connection	12:52pm

Public Transit Connections :

Greyhound: East Bound: Lv Baker: 6:10 am & 7:30 pm
Lv LaGrande: 4:35am & 6:10pm
West Bound: Lv Baker: 9:40am & 10:35 pm
Lv LaGrande 10:30am & 11:25 pm
LaGrande Shuttle: 21 and 35 minutes after the hour

Bus Schedule

Halfway & Richland to Baker City

- Every Wednesday & First Friday of month
Lv. Halfway, 9 am
Lv. Richland, 9:30
Lv. Baker, 3:30 pm

The bus will take you to your errands in Baker City.

Cost— \$ 7 Round Trip

To : Newbridge Dining Center

- Thursdays, Fare-\$ 3 RT
Ride to lunch from Halfway and areas between
Within Richland- \$ 1 RT
Outside Richland- \$ 2 RT

Call to reserve ride:

541-742-7433



An Oregon Public Transit Provider

Other Services Available

- In Home Care
 - Senior Dining Center
 - Meals On Wheels
 - LIHEAP Energy Assistance
 - Weatherization
 - Telephone Reassurance
 - Emergency Homeless Assistance
 - Emergency Utility Assistance
 - Information & Referral
 - The Elms Apartments / Low-Income Housing
 - Legal Aid Referrals
- A private-non profit agency.
- Area Agency on Aging
 - Community Action Agency
 - Housing Development Org.



Community Connection of Baker County

2810 Cedar St.
Baker City OR 97814

Phone: (541)523-6591
Fax: (541)524-1221

Community Connection of Baker County

Services In the Pine—Eagle Area



Helping People, Changing Lives



Services in the Pine—Eagle Area



Dining Centers

For any person over age 60 (and including spouses under 60)

Fun and Friendly Dining

Thursdays -

Served at 12-12:10pm at the Newbridge Grange.

Dining Center Fast Facts

- Suggested Donation—\$3.50
- You can ride the bus to lunch
- Take-home meals are sometimes available (we do request a donation)

Although our meals are for seniors (60+) and their spouses of any age, persons under sixty can eat at a charge of \$5.75.

Home-Delivered Meals

We deliver hot meals to home-bound seniors on Thursdays. Additionally, frozen meals are available so you can have meals on other days as well.

Transportation

We are a public transportation provider, so the bus is available for any person. Accompanied children pre-school and younger ride free



Rides on the bus can be arranged by calling the Pine-Eagle bus reservation number at 541-742-RIDE (7433)

The bus schedule is listed on the other side of this flyer. If you are interested in learning more about our bus service in Baker City and other areas of the county, please contact our office.

Curb to Curb Service

Ours is a “Curb to Curb” service. This means the driver will help you on and off the bus from the curb. If you require extra help to and from your door, there is an extra charge per ride, and you should let the office know you need extra help when you

call to schedule the ride. Door to Door service takes extra time, and our drivers make every effort to keep a timely passenger schedule.

Accessible Vehicles

Our vans are wheelchair accessible according to the ADA (Americans with Disabilities Act).

We are subsidized by Federal Transit Funds for Public Transit to provide accessible, affordable transportation.

Pick up service—Baker

We offer a limited service to pick up items for you from Baker City. The charge is \$2. (prescriptions not allowed)

Other Programs



Community Connection offers a wide variety assistance programs, including heating assistance, weather-

Call for more information - 523-6591

zation, legal counseling, health screening, information & referral, and more.

We also have volunteer opportunities for those who are interested in helping.

Mid Columbia Council of Governments - Medical Transportation Program

**MEDICAL
TRANSPORTATION
PROGRAM**



**Do you need help
getting to
your medical
appointments, or are you
requesting gas
reimbursement?**

For More Information

Call:

1-877-875-4657


**We arrange the most suitable
transportation for your needs.**

Mid-Columbia Medical Transportation Brokerage
1113 Kelly Ave.
The Dalles, Oregon 97058

June 2014
Brochure

HOW TO USE MEDICAL TRANSPORTATION

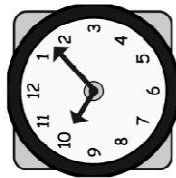
Who is Eligible?



To use this service, you must currently be a recipient of the Oregon Health Plan Plus (OHP Plus), which you use to receive medical care. You must also have no other transportation available to get to your medical appointments.

How Do I Schedule a Ride?

Call between 8 A.M. and 5:00 P.M., Monday through Friday at 1-877-875-4657. If you need to



leave a voice mail, **please give us your name and phone number only.** We will return your call as soon as possible. To allow us

enough time to find a ride for you, call our office as soon as your appointment is scheduled. We need at least 48 hours notice.

When Do I Need To Be Ready For Transportation?

Be ready 15 minutes before your scheduled pick up time. This helps us get everyone to his/her appointment on time.

How Much Does It Cost?

There is no charge. If you need assistance with mobility or for medical reasons, a caregiver may ride with you, at no cost.



What Do I Need to Have Ready When I Call?

- ◆ Your home address and telephone number
- ◆ Your complete appointment address including doctor's name and phone number
- ◆ Your appointment time and date
- ◆ Reason for appointment
- ◆ Length of appointment

What If My Plans Change or I Need to Cancel My Ride?

Call us immediately at 1-877-875-4657. If you call after hours, you can leave a message.

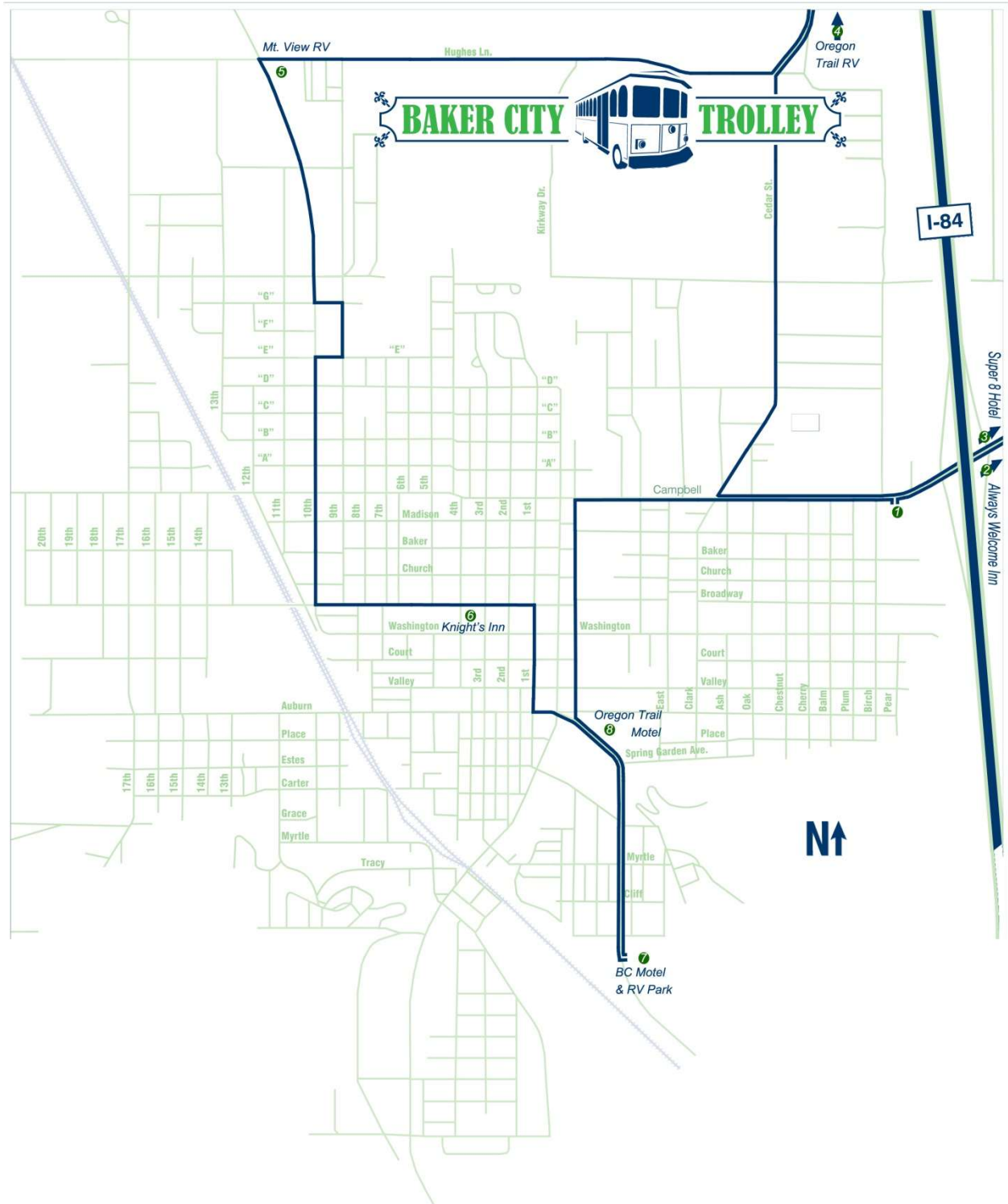
How Do I Request Gas Reimbursement?

Call between 8 A.M. and 5:00 P.M., Monday through Friday at 1-877-875-4657. If you need to leave a voice mail, **please give us your name and phone number only.** We will return your call as soon as possible. In order to reimburse you for gas, you must request approval prior to the appointment. To allow us enough time to process your request, call our office as soon as your appointment is scheduled. Please allow 45 days to receive your reimbursement before calling our office. Reimbursement verification forms can be obtained by calling our office.

*WE KEEP ALL INFORMATION
CONFIDENTIAL*

Appendix B: Event Support Routes

BAKER COUNTY



Demand Response or Dial-A-Ride



**Call At Least One or Two
Days Before Your Ride
541-523-7433**

Accessibility Features

- Buses are wheelchair accessible
- Priority seating is available on all buses for senior citizens and people with disabilities
- Controlled service animals are permitted on buses
- Buses are equipped with bike racks

Holidays

Dial-A-Ride services of Baker County do not operate on New Year's Day, Presidents Day, Martin Luther King Jr Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, or Christmas.

Where Can I Ride?

Monday through Friday
From 7am – 5pm
Anywhere within the Baker City limits.

Who Can Ride?

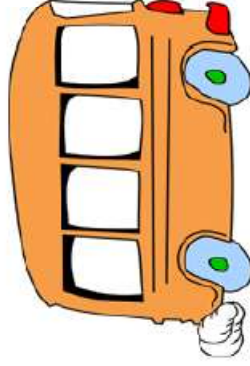
Everyone! Dial-A-Ride/Demand Response service is available FARE FREE around Baker City.

Title VI Non Discrimination Policy

Community Connection of Baker County Public Transit operates equal opportunity programs without regard to race, color, national origin, religion, age, marital status, sexual orientation, or disability in accordance with Title VI of the Civil Rights Act. ORS Chapter 659A or other applicable law.

Services provided by Community Connection of Baker County

Statewide Transportation Improvement Funds support this service.



**FARE FREE
SERVICE**

**Community Connection
of Baker County**

Monday - Friday

541-523-7433

Dial-A-Ride

Monday through Friday

Baker County Public Transit offers a Dial-A-Ride service for the general public, people over the age of 60, and people with disabilities. Anyone within the city limits of Baker City is eligible for this service.

Cost

Thanks to the Statewide Transportation Improvement Fund, our Dial-A-Ride services are **FARE FREE!**

TTY: 771 or 800-735-2900

Alternate forms available upon request.

Reservations

Reservations must be made in advance.

Please call **Monday thru Friday between the hours of 8am and 3pm.** Please leave a voicemail for the transit team on weekends and holidays.

Please call at **least one or two days in advance, and know ride reservations cannot be scheduled more than two days in advance.**

When making a reservation, please have all the trip information available. This includes name, pick up & drop off addresses, phone number, date, and time.

It is best to pre-schedule return trips with a specific pick-up time. However, when this is not possible, the return trip is scheduled as a "call back". When you are ready for your return pick-up, please call Community Connectivity. Although we will do our best to get to you promptly, during busy times, it may take up to 30 minutes for a "call back" ride.

Trip Planning

Please plan trips with these point in mind:

Transit may arrive 15 minutes before or after the scheduled pick-up time.

Transit vehicles are wheelchair accessible. Drivers are trained to assist persons with disabilities in boarding and de-boarding.

Carry-on items such as groceries **must be limited to what you can carry.** Packages may not block the aisle. No hazardous materials are allowed on vehicles.

All items found on vehicles will be donated to charity if not claimed within 30 days.

Severe weather may result in a suspension of services.

For more information, please call the office at 541-523-7433.

Revised July 2024