

Northeast Oregon Public Transit



Annual Operations Plan Union County

Fiscal Years 2025-2026

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

Purpose and Goals:

Northeast Oregon Public Transit (NEOPT) is a subsidiary of a larger umbrella nonprofit company, Community Connection of Northeast Oregon, Inc. which administers and oversees regional operations. As one of three counties that manages its own fleet, team and service strategies, NEOPT conducts an Annual Operations Plan which describes the scope of work for the coming fiscal year.

This document discusses the anticipated parameters of services and forecasted opportunities and challenges for NEOPT in the coming fiscal year. The goal of this publication is to be used as an on-going conversation on how public transit is planned, deployed, and managed within Baker, Union, and Wallowa counties.

For the sake of simplicity and clarity, the systems are referenced as Baker County Public Transit, Union County Public Transit, and Wallowa County Public Transit by this document.

Specifics for this document will focus on Union County Public Transit.

Layout:

Section 1: Describes anticipated methods of delivery and changes (if any) that are coming in the next fiscal year.

Section 2: Describes known projects, opportunities or challenges, and material impacts, if any, which may occur in our method, means, or model of delivery.

Section 3: Describes known projects that plan, inform, or may otherwise affect operations in the coming fiscal year (but are not themselves operations processes).

For additional support materials, please see the attached appendixes.

Definitions:

ADA: Americans with Disabilities Act of 1990.

Curb-to-Curb: Demand Response and Route Deviation modes of service. It means that the client 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 client makes a trip reservation in advance and the bus comes to the client.

Deviated Route: or Route Deviation, this term refers to a Fixed Route delivery strategy that allows the bus to temporarily leave the fixed 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 client assistance is available from the door of origin to the first door of the destination. The ADA refers to this level of service as *Origin-to-Destination*.

Flag Stop: or *Flex Stop*, refers to a passenger's ability to access a Fixed Route bus at points between formal stops by waving to the driver to indicate they wish 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:

Northeast Oregon Public Transit will observe the following holidays during Fiscal Year 2024/2025. In most cases, services will be closed.

➤ Independence Day	July 4, 2025, 2026
➤ Labor Day	September 1, 2025, September 7, 2026
➤ Thanksgiving	November 27-28, 2025, November 26-27, 2024
➤ Christmas	December 25, 2025, 2026
➤ New Year's Day	January 1, 2026, 2027
➤ Martin Luther King Jr. Day	January 19, 2026, January 18, 2027
➤ Presidents Day	February 16, 2026, February 15, 2027
➤ Memorial Day	May 25, 2026, May 24, 2027
➤ Juneteenth	June 19, 2026, 2027

Living Document:

This is a flexible document that is intended to be continuously updated and revised as new opportunities and challenges are resolved. It is intended to inform subsequent annual plans, while creating a historical record for future developments.

Section One: Existing Services

Deviated Fixed Route:

La Grande is currently serviced by three deviated routes; Yellow Route, Blue Route, and Green Route which comply with ADA regulations. With two routes that operate Monday through Friday from 7:30 AM to 6:00 PM, while another operates 08:30 AM to 4:45 PM on Saturdays, Union County Public Transit offers a unique opportunity for our citizens of La Grande.

The Yellow Route (Appendix A, pg. 25-26) which approximates 40 minutes per loop, completes a southwest loop after leaving the Transit Center. Offering passengers access to DHS, Safeway, Marketplace downtown, all Grande Ronde Hospital Clinics, the La Grande School district, Eastern Oregon University, and the Court House.

The Blue Route (Appendix A, pg. 23-24), which approximates 40 minutes per loop, completes a loop north after leaving the Transit Center. Offering passengers access to Safeway, City Hall, Riveria Activity Center, Veteran's Village, Island City, Walmart, and most low-income apartment facilities.

The Green Route (Appendix A, pg. 27-28), which operates on Saturday, is a combination of both Yellow and Blue routes and takes approximately 45 minutes per loop. It offers passengers access to Eastern Oregon University, Safeway, Max Square, Riveria Activity Center, Veteran's Village, and Walmart.

Demand Response:

As a common mode for contract services such as Medicaid and Coordinated Care, Demand Response is open to the public without an eligibility process.

Union County Public Transit does not anticipate changes to its Demand Response services in Fiscal Year 2026 and 2027.

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.

Union County Public Transit does not anticipate changes to its Medicaid services in Fiscal Year 2026 and 2027.

Coordinated Care / Rides to Wellness:

The Coordinated Care Project (CCP) cited in the Fiscal Year 2015 Annual Operations Plan was developed, deployed, and delivered in a manner similarly to Non-Emergency Medical

Transportation under Medicaid in 2016. It was rebranded as Rides to Wellness in November 2015 to bring it into alignment with the efforts of the Federal Transit Administration (FTA).

There will be no changes to this program for Fiscal Year 2026, and 2027.

Veterans Ride to Wellness

Veterans Rides to Wellness provides fare free demand responsive access to healthcare for all Veterans in Union County. Veterans will enjoy the freedom of curb-to-curb or door-to-door service. Veterans from Union County will have access to all healthcare facilities within the states of Oregon, Idaho, and Washington.

This is a grant-based program and is only available if funded.

Greyhound:

Currently Greyhound/Flixbus has discontinued its route in Eastern Oregon. If they decide to reestablish, we would be willing to be a ticket agent for them.

The hours of operation for the Greyhound Ticket office would be:

- Mon-Friday 8:00 am to 5:30 pm

Public Transit Advisory Council:

The current Union County Title VI Policy was adopted in October of 2013. It is designed for diversity of age, ethnicity, gender, level of physical ability, socioeconomics, geography within the county, preferred mode of travel, and community stakeholder interest (including EOU, Medical Community, Commerce and Industry, etc.).

The Council receives a broad delegation under the Major Change Threshold of the Title VI Policy to make decisions about the operations of public transit in Union County. It is the intent of the Board and the Council to make decisions that affect transit at the closest possible level to the passenger. At the time of this draft, the Public Transit Advisory Council is comprised of:

TAC Advisory Council Fiscal 2021		
Seat Rep	Member	Email
Ex-officio		
ADA	Nora Croucher	lightweaver46@gmail.com
BIPOC		
Bicycle-Pedestrian		
Member at Large	Emily Hurd	ehurd@neonoregon.org
Member at Large	Karen Mathson	basquegirlkaren@yahoo.com
Member at Large		
Low Income	Winnie Andrews	N/A
Deviated Fixed Route	Ann Bushakra	albushakra@gmail.com
Business Community		
Medical Community		
EOU	Dr. Daniel Costi	danielpaulcostie@gmail.com
Bedroom Communities		
Non-Voting	Patrick Hemann	patrick@ccno.org
Non-Voting	Connie Guentert	connie @ccno.org
Non-Voting	Kane Lester	kane@ccno.org
Council Meeting Dates		
Date	Time	Location
Aug 28 th 2025	3pm	La Grande, NEOPT Conference room
Oct 23 rd 2025	3pm	La Grande, NEOPT Conference room
Jan 22 nd 2026	3pm	La Grande, NEOPT Conference room
March 26 th 2026	3pm	La Grande, NEOPT Conference room
May 28 th 2026	3pm	La Grande, NEOPT Conference room
Aug 27 th 2026	3pm	La Grande, NEOPT Conference room
Oct 22 nd 2026	3pm	La Grande, NEOPT Conference room

Event Driven Projects: (If available)

Shrine Week

July - August 2025, 2026

During the week preceding the Annual East-West Shrine Football game, Union County Public Transit will collaborate with the Shriners to either expand regular services, or to provide a series of rides to off campus activities as needed for the players and families practicing at EOU facilities.

Union County Fair

August 2025, 2026

Union County Public Transit will offer fixed route and ADA Paratransit support during the Union County Fair. We will run all our services – including special routes – later into the evening.

Timber Cruiser Car Show

July 2025,2026

During the Timber Cruiser Car show, Union County Public Transit will offer transportation from the displayed cars to off-site event(s) as needed, and outside of typical service hours.

Charter and Contract Services

On Demand

On a case-by-case basis, Union County Public Transit will consider opportunities to provide charter services. We will, in each instance, strictly comply with the provisions of 49 CFR 604.

Need Driven Services

On Demand

Union County Public Transit will offer incidental services to people with disabilities who have a need for transportation that is not met through existing programs such as Demand Response or Rides to Wellness. Much like the No Strand policy, this will serve to provide lifeline services for passengers with needs that run beyond the norm of day-to-day business.

No Strand Policy

On Demand

It is the policy of Union County Public Transit to avoid stranding passengers with needs that run beyond our published schedule. For example, a passenger accessing the hospital late in the afternoon has no control over when he or she may be done. In such cases, staff will take reasonable steps to accommodate a return trip for otherwise stranded riders.

Within its available means, Union County Public Transit will respond to unforeseen passenger needs of other public transit providers operating in Union County. For example, if the InterCity bus between Baker and La Grande breaks down (in route) it is our policy to avoid leaving passengers stranded.

The No Strand Policy is considered extending to allied mobility partners such as Greyhound, Kayak Transit and Enterprise Rideshare on a fee-for-service and capacity available basis.

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

Section Two: Opportunities and Challenges

Operations Opportunities:

To align with Community Connection of Northeast Oregon, Inc mission, Union County Public Transit staff take into consideration a broad range of public mobility factors when deciding to collaborate on available community events.

These will include (but may not be limited to) the availability of public/private partnerships, basic cost-benefit analysis, community benefits, and anticipated volume contributions to overall system efficiency.

Optional Deviated Route Service Days

Fiscal Year 2025, 2026

Union County Public Transit would like to collaborate with Baker and Wallowa counties to provide alternative Deviated Fixed Routes during mandatory staff training days. This would prevent NEOPT from having to shut down transportation services. In the event transportation services needed to shut down for a day, NEMT brokerage would be notified, and coordination with other modes of transportation in Union County would receive at least 14 days advance notice.

Eastern Oregon Film Festival

October 2025, 2026

Union County Public Transit will consider offering expanded hours of service, *park-n-ride*, ancillary, and perhaps shuttle and demand response support for the Eastern Oregon Film Festival in October.

La Grande St. Patty's Day Pub Crawl

March 2025, 2026

To support the La Grande St. Patty's Day Pub Crawl, Union County Public Transit will consider offering a deviated fixed route, dependent on projected volume and available resources. Services may range from expanded fixed route hours to park-n-ride, or a dedicated route similarly to Union County Fair.

Union County Fairgrounds Support

May-October 2025,2026

Consistent with the tourism and economic development goals of the Union County Board of Commissioners and cities of La Grande and Island City, Union County Public Transit will consider expanded hours of service, park-n-ride support, and deviated routes to support events at the Union County Fairgrounds between the months of May and October.

Consistent with Community Connection of Northeast Oregon's mission Union County Public Transit will consider expanded hours of service, park-n-ride support and deviated routes to support local not-for -profits when holding community events.

Planning Opportunities:

Safety Management Systems (SMS)

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Fiscal Year 2025, 2026

Union County Public Transit with guidance from the FTA for rural systems, will annually update its Risk Management Plan using a living document. The SMS format will be utilized for monthly safety meetings and determining hazards.

Challenges:

Systems

Fiscal Year 2025, 2026

It is the goal of Union County Public Transit to implement systems that will remain consistent throughout the years and any staffing changes.

The current operating systems that have been implemented include:

- Microix- staff timesheets
- 360° transparency with whiteboard operations
- Microsoft Teams- General Communication Tools
- Work Schedules- maintaining an out-town ride rotation
- Standardized training
- Standardized billing

Preventative maintenance systems are currently being developed to include:

- Vehicle maintenance charts- pre and post trip trips
- Driver feedback and sharing information
- Standard eligibility questions for new riders

Appendix A: Current Services Brochures:



Eastern
Oregon
Coordinated
Care
Organization
(EOCCO)



Free Rides offered by
Greater Oregon
Behavioral Health, Inc.
(GOBHI)

EOCCO

Free Ride Program

Medical - Dental - Behavioral Health

Program Guide 2018

Free Rides offered by Greater Oregon
Behavioral Health, Inc. (GOBHI)

Open: Monday - Friday, 7am – 5pm Pacific Time
(Closed for Holidays)

Call: 1-877-875-4657 TDD 711

Address: 802 ~~Chenoweth~~ Loop Rd, The Dalles, OR
97058

Fax: 1-855-541-1517

OHP-GOBHI-16-010
OHP-EO-18-047

Free Ride Program Guide

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English

If you need this document in another language, large print, Braille, CD, tape or other format, please call Member Services at 1-877-875-4657 or [TDD 711](tel:711).

Spanish

Si necesita este documento en otro idioma, letra grande, Braille, CD, cinta de audio o en otro formato, llame a Servicios para Miembro al 1-877-875-4657 o TDD 711.

Russian

Если вам нужен этот документ на другом языке, напечатанные крупным шрифтом, шрифтом Брайля, CD, лента или другой формат, пожалуйста, позвоните в отдел обслуживания клиентов в 1-877-875-4657 или TDD 711.

Vietnamese

Nếu bạn cần tài liệu này trong một ngôn ngữ khác, bản in khổ lớn, chữ nổi Braille, CD, băng hoặc định dạng khác, xin vui lòng gọi cho Dịch Vụ Hội Viên tại 1-877-875-4657 hoặc TDD 711.

Somali

Haddii aad u baahan dokumentigan tahay luqad kale, farta

waawayn, Braille, CD, cajalada la duubo, ama qaab. Fadlan wac Adeega Macmiilka 1-877-875-4657 ama TDD 711.

Arabic

إذا كنت بحاجة إلى هذه الوثيقة في لغة أخرى، وحروف الطباعة الكسرة، وطريقة برايل، CD، شريط أو

شكل آخر، يرجى الاتصال بخدمات الأعضاء-1

877-875-4657 أو TDD 711.

Program Overview

Oregon Health Plan (OHP) offers members free rides to appointments.

Rides are available to **Covered Services** under the Oregon Health Plan. Services may be **medical, mental health and dental**. You must **NOT** have other ways to get to these services.

How it Works

Greater Oregon Behavioral Health, Inc. (GOBHI) operates the free ride program.

The program provides free rides to EOCCO members in the following counties. They also serve OHP Fee for Service (FFS) members in these counties except for Lake County.

- Baker
- Gilliam
- Grant
- Harney
- Hood River
- Malheur
- Morrow
- Lake
- Sherman
- Umatilla
- Union
- Wallowa
- Wasco
- Wheeler

How to Reach Us

The program has local numbers in most EOCCO communities. A toll free number is available for areas where there is not a local number. Language interpreter services are available at no cost to you.

Broker Toll Free	1-877-875-4657
Baker City	541-249-5230
Bend	541-948-8352
Burns	541-288-9163
Enterprise	541-263-7636
Hermiston	541-303-8103 541-303-8104 541-303-8110
Hood River	541-716-4460
John Day	541-620-5075
La Grande	541-624-3082
Ontario	541-216-4556
Pendleton	541-304-3208
The Dalles	541-298-1045
Umatilla	541-275-8207
Union	541-562-7888
Walla Walla	509-524-9058
Toll Free FAX	1-855-541-1517
TTY/TDD relay	7-1-1

Eligibility

The program will check to see if you are eligible for free rides.

Medical, Dental or Behavioral Health Providers

You can get a free ride to the closest provider that is able to provide the medical, dental or behavioral health services you need.

EOCCO may approve exceptions to this rule in some cases.

Scheduling Rides

To schedule a ride, call the free ride program during their regular business hours. They are open Monday - Friday, 7am – 5pm Pacific Time. The program is closed on major holidays.

Needed information to schedule a ride:

Full name
Full street address
Phone number or contact number
Physician/Clinic name
Physician/Clinic street address
Physician/Clinic phone number
Date of appointment
Time of appointment
Pick-up time after appointment
Reason for appointment
Any special needs, such as using a wheelchair

See “Children” for setting up rides for children.

Privacy

The program complies with HIPAA standards. We will not discuss the reason for your appointment so that others can hear.

Frequently Asked Questions

Q: When do I call for a ride?

A: If you ask ahead of time, it is easier to find you a ride. Anywhere from two working days to two months is helpful. If the member has repeat appointments, such as therapy or dialysis, you can set up rides for 6 months at a time.

Q: What if I need a same day ride?

A: For short notice same day rides, or if there is an immediate need to get to an appointment, call the program. They will try to find you a ride.

Q: How do I schedule a ride?

A: To schedule a ride, call the Free Ride Program. The number is listed on page 4 or 1-877-875-4657.

Q: How do I cancel a ride request?

A: Call the Free Ride Program. The earlier you tell the program, the better.

Q: What if I need ambulance transportation?

A: If you have an emergency, call 911. The program does not arrange for emergency transportation. However, they can get you an ambulance if you need one for a non-emergency ride.

When to be ready

Drivers have a 30-minute time window to pick you up. They may arrive 15 minutes before to 15 minutes after your scheduled pick-up time.

Hours of Service

If you need a ride outside normal working days and hours, call as soon as possible. Free rides are available any time of day or night, every day of the year.



Types of Rides

Here are some types of rides we arrange:

- Volunteers
- Rural Public Transportation services
- Private Non-Profit transportation services
- Public transportations and might be a shared ride
- For Profit transportation services
- Vehicle types:
 - Automobiles

- SUVs
- Vehicles able to transport wheelchairs
- Vehicles able to transport stretchers
- Ambulances

Travel Costs

The program can help with mileage, meals, and lodging costs if a travel day is long or you have to stay in lodging away from home.

You must ask for this ahead of time. We will need your motel receipt. To be paid back, you will need to fill out a reimbursement form and have the staff at the clinic you visit sign it.

You have **up to 45 days** to give us the form and receipt.

The program will review your form and receipt. We will send you a check within 30 days once your form is approved. The program will contact you if your request needs more information.

The current payment rates are:

- 25 cents per mile
- up to \$12.00 a day for meals
- \$40.00 a night for lodging

Service Description

Service is door to door. Drivers can assist you to the clinic lobby, but not into exam rooms. They will not enter your

home or personal living space, nor will they assist with dressing or other tasks.

Personal Care Attendant

An attendant needs to travel with you if you cannot travel by yourself. The program does not supply attendants. There is no charge for bringing an attendant.

Children

There is no charge for an adult attendant.

An adult attendant must be with children under the age of 12. The child's parent or legal guardian must approve in writing the child's adult attendant.

Children 12 and older may have an attendant travel with them for free.

Drivers do not install car seats or booster seats. The child's attendant is responsible for the proper installation of car seats or booster seats.

Wheelchair/Mobility Aids

Drivers will only assist users of wheelchairs (manual type) up or down a curb or one stair.

Tell the program if your wheelchair is larger than 30 inches wide or 48 inches long or weighs more than 600 pounds when occupied. They will find the

proper vehicle that can transport oversized wheel chairs.

You can bring portable oxygen tanks and devices on rides. Please know that drivers cannot give oxygen.

Service Animals

Service animals are allowed on rides. The program must know in advance that a service animal will be traveling with you.

Seatbelts

For your safety and the safety of others, you must wear a seatbelt during your ride. Oregon, Idaho and Washington state laws require this.

Denials

If we deny a request for a ride based on program rules, you will receive a denial over the phone. A letter will be sent to you explaining program rules and reason for denial.

Complaints and Concerns

EOCCO and the free ride program want to give you the best customer service. If you have a complaint or concern, please contact us at the number below.

- EOCCO 1-888-788-9821
- Free Ride Program 1-877-875-4657

EOCCO

Medical - Dental - Behavioral Health

Free Ride Program Guide 2018

Keep one of these useful cards
with you



EOCCO nondiscrimination notice

EOCCO and network providers must treat you fairly. We and our providers must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's: age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation

Everyone has a right to know about EOCCO's programs and services. All members have a right to use our programs and services. We give free help when you need it.

Some examples of the free help we can give are: sign language interpreters, spoken language interpreters for other languages, written materials in other languages, braille, large print, audio and other formats.

If you need any of the services listed above, contact:

EOCCO Customer Service,
888-788-9821 (TDD/TTY 711)

If you feel that EOCCO has not treated you fairly you may file a written grievance by mailing or faxing it to:

EOCCO
Attention: Appeal Unit
601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

If you need help or need help filing a grievance, please call:

EOCCO Customer Service,
888-788-9821 (TDD/TTY 711)

You also have a right to file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). Contact that office one of these ways:

Web: www.hhs.gov

Email: OCRComplaint@hhs.gov

Phone: 800-368-1019, 800-537-7697 (TDD)

Mail: OCR
200 Independence Avenue SW
Room 509F HHH Bldg.
Washington, DC 20201

To report your concern or get more information please contact our Civil Rights Manager one of these ways:

Email: compliance@modahealth.com

Phone: 855-232-9111, TTY: 711

Mail: Tom Bikales, VP Legal Affairs,
601 SW Second Ave,
Portland, OR 97204



ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

口注: 注注注注注注, 注注注注注注注注注注注注. 注注注 1-877-605-3229 (注注注注注注: 711)

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711)

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyonang tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

نسيه لانا كيت سبحتك الو سبقتك خدمت مساعدت لغوية
وتكلمتك مجاناً اتصال برقم
(الهاتف النصي: 711) 1-877-605-3229

ATANSYON: Si ou pale Kreyòl Avisyen, nou ofri sèvis gratis pou ede w nan lang ou pale a. Rele nan 1-877-605-3229 (moun ki itilize sistèm TTY rele: 711)

ATTENTION: si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku, dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)

ATENÇÃO: Caso fale português, estão disponíveis serviços gratuitos de ajuda linguística. Telefone para 1-877-605-3229 (TERMINAL: 711)

ATTENZIONE: Se parla italiano, sono disponibili per lei servizi gratuiti di assistenza linguistica. Chiamare il numero 1-877-605-3229 (TTY: 711)

口注: 注注注を注注注の注には、注注注サ注ビスを注注で注注しております。1-877-605-3229 (TTY、テレタイプライタ注を注注の注は711)までお注注ください。

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistenzen zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

نوجه تلم معاذركم انه قد تم سحب هذا الرقم، خدماتنا لا جوده به
صوتيات وانك قد ناهى عنها مع جود ليدت يا
نعملين يتاركي. (TTY: 711) 1-877-605-3229

Community Connection of Northeast Oregon, Inc.

Donations

NEOTransit is part of the Community Connection of Northeast Oregon family. We are a nonprofit community action agency providing housing assistance, senior services, public transportation, regional food banks, meals on wheels, and much more to the whole Northeast Oregon region. Donations like yours allow us to better serve our community. You can make donations on our website at ccno.org, or just give us a call. Thanks for riding with us today!



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

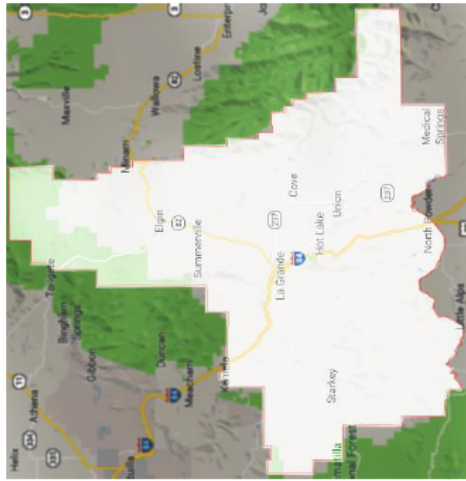
Public Transit Hub
2204 East Penn Avenue
La Grande, OR 97850
 Reservation line: (541) 963-2877
www.neotransit.org
 For alternative formats of this document, please request via 541-963-2877, or call TTY at 711 or 1-800-735-2900

NORTHEAST OREGON PUBLIC TRANSIT

brings you:



07-18-2023



How Do I Schedule a Ride?

To book a ride, you can call us at (541) 963-2877 between 7:30 am and 3 pm. It's best to schedule your ride at least one day in advance, but the sooner, the better. Please note that both the departure and return trips need to be scheduled, and we cannot accommodate on-demand or flexible-time trips. Our service covers the entire county, so it travels throughout the day.

If you plan to use our Deviated Fixed Route or Paratransit services for multiple tasks in La Grande, those trips can be scheduled on a flexible basis, but only your return trip will have a specific pickup time.

If you need to cancel a ride, we kindly request a two-hour notice. This allows us to offer the spot to someone else or prevent the driver from leaving the Public Transit Hub unnecessarily.

Who Can Ride?

Anyone who resides in Union County is welcome to ride using this program. There are no limitations based on address, age, disability, or any other criteria. However, it's important to note that the trip must both start and end within Union County. The service is free for everyone, but when scheduling a ride, the ride schedulers need to know the number of passengers who will be traveling.

When Can I Ride?

CAT Link services are offered on specific days in different areas. In Union and Cove, you can use the service on Tuesdays and Thursdays, while in Elgin, Imbler, and Summerville, it's available on Wednesdays and Fridays. The service runs from 7:30 am to 4:30 pm. However, please note that there is no service on Mondays. So, if you need a ride, make sure your pickup time falls between 7:30 am and 4:30 pm on the days when the service is available. For instance, if you work in Elgin and want to travel back home, you should leave La Grande no later than 4:30 pm to arrive home around 5:00 pm.

Service Limitations

Generally, caryon items are limited to what you can independently load and store at your feet. Our driver may assist with loading a reasonable number 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.



Get route alerts!



@NEOTransit

The Blue Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 5:30pm the day before your ride.

Volunteer

Be the one who makes a difference!

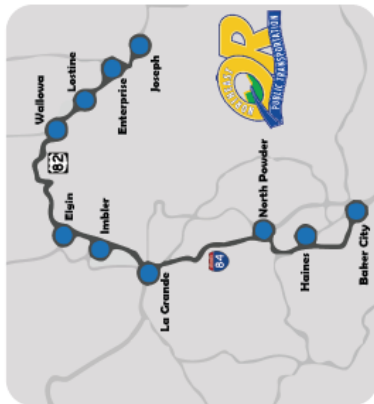
Join our awesome team of volunteers, have fun, and meet new people!

541-963-7532



Give us a call to find out how you can ride!

541-963-2877



Community Connection
of Northeast Oregon, Inc.

We are a nonprofit agency providing services to the Northeast Oregon region.

You can donate to one of our programs at ccno.org, or just

give us a call!



La Grande



Community Connection
of Northeast Oregon, Inc.

Blue

Route

**Downtown, north side,
and Island City**



Updated: 12.24

FREE FARE

541-963-2877

neotransit.org

La Grande - Blue Route

Monday - Friday

7:30 am - 6:00 pm

START

New route starts every 45 minutes

FINISH

1	2	3	4	5	6	7	8	9	1
Transit Hub	Safeway	City Hall	Riveria	Vet's Village	May Lane Apts.	Island City	Walmart	Timber Ridge	Transit Hub
7:30 am	7:33 am	7:36 am	7:38 am	7:41 am	7:44 am	7:49 am	7:54 am	7:57 am	8:05 am
8:15 am	8:18 am	8:21 am	8:23 am	8:26 am	8:29 am	8:34 am	8:39 am	8:42 am	8:50 am
9:00 am	9:03 am	9:06 am	9:08 am	9:11 am	9:14 am	9:19 am	9:24 am	9:27 am	9:35 am
9:45 am	9:48 am	9:51 am	9:53 am	9:56 am	9:59 am	10:04 am	10:09 am	10:12 am	10:20 am
10:30 am	10:33 am	10:36 am	10:38 am	10:41 am	10:44 am	10:49 am	10:54 am	10:57 am	11:05 am
11:15 am	11:18 am	11:21 am	11:23 am	11:26 am	11:29 am	11:34 am	11:39 am	11:42 am	11:50 am
12:00 pm	12:03 pm	12:06 pm	12:08 pm	12:11 pm	12:14 pm	12:19 pm	12:24 pm	12:27 pm	12:35 pm
12:45 pm	12:48 pm	12:51 pm	12:53 pm	12:56 pm	12:59 pm	1:04 pm	1:09 pm	1:12 pm	1:20 pm
1:30 pm	1:33 pm	1:36 pm	1:38 pm	1:41 pm	1:44 pm	1:49 pm	1:54 pm	1:57 pm	2:05 pm
2:15 pm	2:18 pm	2:21 pm	2:23 pm	2:26 pm	2:29 pm	2:34 pm	2:39 pm	2:42 pm	2:50 pm
3:00 pm	3:03 pm	3:06 pm	3:08 pm	3:11 pm	3:14 pm	3:19 pm	3:24 pm	3:27 pm	3:35 pm
3:45 pm	3:48 pm	3:51 pm	3:53 pm	3:56 pm	3:59 pm	4:04 pm	4:09 pm	4:12 pm	4:20 pm
4:30 pm	4:33 pm	4:36 pm	4:38 pm	4:41 pm	4:44 pm	4:49 pm	4:54 pm	4:57 pm	5:05 pm
5:15 pm	5:18 pm	5:21 pm	5:23 pm	5:26 pm	5:29 pm	5:34 pm	5:39 pm	5:42 pm	5:50 pm

The Blue Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 5:30pm the day before your ride.

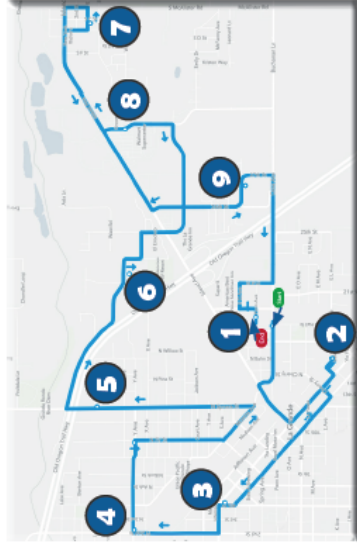


Track the route live with Spot!



Or search "\$spot ETA" on your phone's store to download the app. It's free!

FREE FARE!



*Please note, the bus cannot stop on Island avenue. If you need picked up or dropped off near there, please call us at least 1 day in advance to schedule a safe location for a stop.

541-963-2877

Call TTY at 711 or 800-735-2900
Alternative formats are available upon request.





Get route alerts!



@NEOTransit

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Volunteer

Be the one who makes a difference!

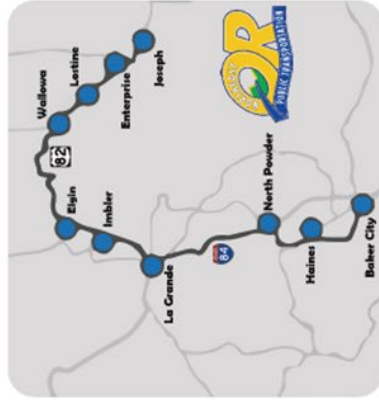
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La Grande



Community Connection
of Northeast Oregon, Inc.

Yellow

Route

Downtown, south side,
hospital, and DHS



Updated: 12/24

FREE FARE

541-963-2877

neotransit.org

La Grande - Yellow Route

Monday - Friday

7:30 am - 6:00 pm

START

New route starts every 45 minutes

FINISH



Transit Hub	Bi-Mart	DHS	SafeWay	Marketplace	4 th St Clinic	Sunset Clinics	EOU	Transit Hub
7:30 am	7:33 am	7:36 am	7:39 am	7:44 am	7:46 am	7:48 am	7:52 am	8:05 am
8:15 am	8:18 am	8:21 am	8:25 am	8:30 am	8:32 am	8:34 am	8:38 am	8:50 am
9:00 am	9:03 am	9:06 am	9:09 am	9:14 am	9:16 am	9:18 am	9:22 am	9:35 am
9:45 am	9:48 am	9:51 am	9:55 am	9:59 am	10:02 am	10:04 am	10:08 am	10:20 am
10:30 am	10:33 am	10:36 am	10:39 am	10:44 am	10:46 am	10:48 am	10:52 am	11:05 am
11:15 am	11:18 am	11:21 am	11:25 am	11:30 am	11:32 am	11:34 am	11:38 am	11:50 am
12:00 pm	12:03 pm	12:06 pm	12:09 pm	12:14 pm	12:16 pm	12:18 pm	12:22 pm	12:35 pm
12:45 pm	12:48 pm	12:51 pm	12:55 pm	12:59 pm	1:02 pm	1:04 pm	1:08 pm	1:20 pm
1:30 pm	1:33 pm	1:36 pm	1:39 pm	1:44 pm	1:46 pm	1:48 pm	1:52 pm	2:05 pm
2:15 pm	2:18 pm	2:21 pm	2:25 pm	2:30 pm	2:32 pm	2:34 pm	2:38 pm	2:50 pm
3:00 pm	3:03 pm	3:06 pm	3:09 pm	3:14 pm	3:16 pm	3:18 pm	3:22 pm	3:35 pm
3:45 pm	3:48 pm	3:51 pm	3:55 pm	3:59 pm	4:02 pm	4:04 pm	4:08 pm	4:20 pm
4:30 pm	4:33 pm	4:36 pm	4:39 pm	4:44 pm	4:46 pm	4:48 pm	4:52 pm	5:05 pm
5:15 pm	5:18 pm	5:21 pm	5:25 pm	5:30 pm	5:32 pm	5:34 pm	5:38 pm	5:50 pm

The Yellow Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 5:30pm the day before your ride.



Track the route live with **\$pot!**



Or search “\$pot ETA” on your phone’s store to download the app. It’s free!



***Please note, the bus cannot stop on Island avenue. If you need picked up or dropped off near there, please call us at least 1 day in advance to schedule a safe location for a stop.**

541-963-2877

Call TTY at 711 or 800-735-2900
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The Green Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 5:30pm the day before your ride.

Volunteer

Be the one who makes a difference!

Join our awesome team of volunteers, have fun, and meet new people!

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Give us a call to find out how you can ride!

541-963-2877



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La Grande



Community Connection of Northeast Oregon, Inc.

Green Route

Saturdays Only
North & South Side, and Island City



Updated: 12-24

FREE FARE

541-963-2877

neotransit.org

La Grande - Green Route

Saturdays Only

8:30 am - 4:45 pm

START

New route starts every 45 minutes

FINISH

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 1

Transit Hub	EOU	Safeway	Max Square	Riveria	Vet's Village	Walmart	Timber Ridge	Transit Hub
8:30 am	8:35 am	8:39 am	8:43 am	8:45 am	8:51 am	8:57 am	9:02 am	9:05 am
9:15 am	9:20 am	9:24 am	9:28 am	9:30 am	9:36 am	9:42 am	9:47 am	9:50 am
10:00 am	10:05 am	10:09 am	10:13 am	10:15 am	10:21 am	10:27 am	10:32 am	10:35 am
10:45 am	10:50 am	10:54 am	10:58 am	11:00 am	11:06 am	11:12 am	11:17 am	11:20 am
11:30 am	11:35 am	11:39 am	11:43 am	11:45 am	11:51 am	11:57 am	12:02 pm	12:05 pm
Lunch								Lunch
1:00 pm	1:05 pm	1:09 pm	1:13 pm	1:15 pm	1:21 pm	1:27 pm	1:32 pm	1:35 pm
1:45 pm	1:50 pm	1:54 pm	1:58 pm	2:00 pm	2:06 pm	2:12 pm	2:17 pm	2:20 pm
2:30 pm	2:35 pm	2:39 pm	2:43 pm	2:45 pm	2:51 pm	2:57 pm	3:02 pm	3:05 pm
3:15 pm	3:20 pm	3:24 pm	3:28 pm	3:30 pm	3:36 pm	3:42 pm	3:47 pm	3:50 pm
4:00 pm	4:05 pm	4:09 pm	4:13 pm	4:15 pm	4:21 pm	4:27 pm	4:32 pm	4:35 pm

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neotransit.org

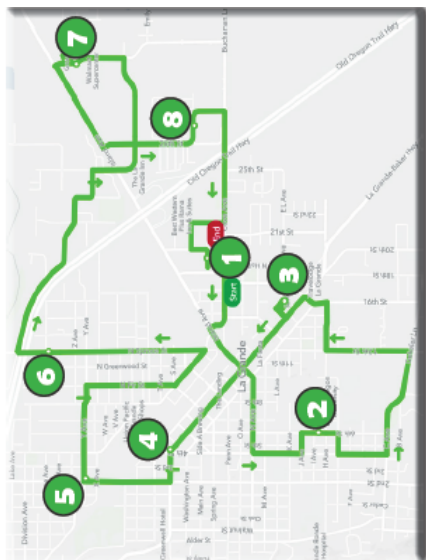


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541-963-2877

Call TTY at 711 or 800-735-2900
Alternative formats are available upon request.

When you call for an appointment, please have the following information available:

- Your name, home address and phone number
- Your complete appointment address including doctor's name and phone number (if known)
- Your appointment time and date
- Approximate length of your appointment (if known)

WE KEEP ALL INFORMATION CONFIDENTIAL

If your plans change, please call right away as we may be able to clear your reservation for another rider. If you need to cancel outside of office hours, please leave a voicemail.

We encourage feedback to better our service. Please reach out to us

Facebook:

www.facebook.com/NeoTransit

Website: www.neotransit.org

Or contact us directly:

(541) 963-2877

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

Information Line: (541) 963-2877

www.neotransit.org



9-20-2023

Enhanced Access to Medical Care...



Rides to Wellness is intended to provide demand response access to medical care and bridge the coverage gap between Medicaid/OHP and those who can afford private transportation. Program goals include improved access to primary and urgent care, fewer missed appointments, less preventable use of the Emergency Room and reduced preventable hospitalization (or rehospitalization).

Passengers can access Union County Public Transit services by calling (541) 963-2877. Medicaid and Oregon Health Plan recipients are assisted through the brokerage, which can be reached at 877-875-4657. For passengers not assisted through the brokerage, there is a co-pay for the service. Rides are only available outside of Union County and pricing is on a sliding scale based on mileage. Call 541-963-2877 for more information.

Customer service is available:

Mon - Fri 7:30am to 5:30pm

Rides can be scheduled for (almost) any time a medical appointment is made. Reservations to ride can be made up to 14 days in advance.

Rides to Wellness features a broad range of passenger accessibility options including:

- ADA Accessible Vans
- Stretcher Vans

Please be aware that there is an additional cost associated with stretcher transports.

None of the program's providers have medical professionals on staff. We are not an appropriate option for medical emergencies that require care in route.

Co-pay prices as of July 1st, 2023
(prices are subject to change)

Walla Walla (80 miles) - \$60.00
Tri-Cities (120 miles) - \$80.00
Boise (170 miles) - \$100.00
Portland (250 miles) - \$150.00

Rides to Wellness welcomes your service animal and/or personal care attendant. **One quick caveat...** A service animal is defined as having been individually trained to perform tasks to accommodate an individual with a disability. The Americans with Disabilities Act considers companion and comfort animals to be pets - sorry, we can't transport pets...

If you'll be riding with a care provider or service animal, please advise the ride scheduler when booking your reservation so we can send the most appropriate provider and a vehicle with sufficient capacity.

Limitations...

This service is designed primarily to serve outside of Union County. If you have an access need within Union County, we may still be able to assist as we have other programs. Please call for more information...

Trips are provided on an *origin-to-destination* basis. For some riders that means curb-to-curb, for others it may mean door-to-door. We can even escort riders into the waiting room at the clinic; however, we are unable to enter your dwelling.

Appendix B: Other Service Brochures

Other Services offered
out of county:

- **Intercity Connector-**

La Grande-N. Powder-
Haines- Baker
(Fares vary)
(541) 523-6591

- **Wallowa Link-**

Connects La Grande-Joseph
(Fares vary)
(541) 426-3840

- **Kayak- Arrow Line**

La Grande-Pendleton
(FREE)
(541) 429-7519



Community Connection
of Northeast, Oregon, Inc.

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(541) 429-7519



Community Connection
of Northeast, Oregon, Inc.

Locations

Community Connection
of Northeast Oregon, Inc.
Administration

Margaret Davidson
Executive Director
2802 Adams Avenue
La Grande, Oregon 97850
541-963-3186

Riveria Activity Center
2608 Second Street
La Grande, Oregon 97850
541-963-3186

Multi-Modal Transit Hub
Greyhound Ticket Agency

Kane Lester, Manager
2204 East Penn
La Grande, Oregon 97850
541-963-2877

Locations

Baker County Senior Center
Joe Hayes, Manager
2810 1/2 Cedar Street
Baker City, Oregon 97814
541-523-5591

Union County Senior Center
Audrey Smith, Manager
1504 Albany Street
La Grande, Oregon 97850
541-963-7532

Wallowa County Senior Center
Connie Guentert, Manager
702 NW 1st Street Enterprise,
Oregon 97528
541-426-3840

John Day Senior Center
Angie Uptmor
142 NE Dayton
John Day, Oregon 97845
541-575-2949

Visit our website at
www.ccnio.org
711 Relay

Community Connection is a private, non-profit corporation and is recognized as a 501(c)(3) organization by the Internal Revenue Service. It is one of hundreds of similar organizations across the United States that have been designated as a(n):

- Community Action Agency
- Area Agency on Aging
- Community Development Corporation
- Aging and Disability Resource Connection



HUD Certified Housing Counseling Center



Community Connection is an Equal Opportunity Provider and Employer.

For alternative formats of this document
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or call TTY at 711 or 1-800-735-2900.

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

Serving
Baker, Grant, Union
and Wallowa
Counties
since 1969

Advocating for and
assisting senior citizens,
children, low-income
persons and persons with
disabilities in attaining
basic human needs and
in becoming more
self-sufficient.

Programs for Everyone	Programs for Seniors	Programs for Low-Income
Housing Rehabilitation Loans are made to low and moderate income homeowners for repairs to preserve the quality of their homes. Repairs to roofs, foundations, electrical, plumbing systems, and kitchens are common. The loans are 0% interest and are repaid when the ownership of the property changes. Homeownership Programs Pre-purchase counseling and down payment assistance for eligible households. Foreclosure avoidance counseling and budget and asset education available for all. Transportation Providing senior citizens, persons with disabilities, and the general public rides to their employment, job training, schools, grocery stores, banks, doctor offices, and out-of-town medical appointments to those who qualify. Also ride sharing coordination and (La Grande only) Greyhound ticket sales. Summer Lunch Program To ensure that children receive at least one nutritious meal per day, a free lunch is served M-F to youth ages 1-18 in La Grande. Adults can eat for a fee.	Health Promotion / Disease Prevention Diabetes Self-Management and Diabetes Prevention Program. Health clinics provide senior citizens with blood pressure checks, flu shots and foot care. In-Home Care (OPI) Assisting frail seniors, 60 years and older, with daily activities such as bathing, dressing, light housekeeping, cooking, and shopping. Aging and Disability Resource Connection of Oregon (ADRC) Provides information and services to seniors, people with disabilities, their families and caregivers regardless of income. www.ADRCoOfOregon.org Options Counseling Options Counseling has trained professional staff to provide guided assistance to help individuals and their families with immediate needs, or help plan for the future when choosing services, and can also help them learn about local public and privately paid options. PEARLS PEARLS, developed at the University of Washington, provides one-on-one sessions with professionals to help seniors cope with minor depression, often after the loss of a loved one or a serious illness. Meals on Wheels Nutritious noon meals are delivered to the homes of frail, elderly individuals who are unable to leave their homes. Hot meals are delivered during the week. Frozen or fresh meals can be delivered for the weekends. Often, the volunteer who delivers the meal is the only outside contact the senior citizen may have all day.	Emergency Programs Providing food, lodging, and utility assistance to families and individuals in order to prevent eviction, utility shutoffs, and to establish permanent housing. Additional services for Veterans. Energy Assistance Helping low-income households offset the high cost of winter heating bills with a one-time payment to their fuel vendor (including clients that heat with wood). Food Bank Program Reducing low-income household food costs by providing food boxes. Food received from local stores, Oregon Food Bank and the USDA. Local Food Banks in all four counties. Fresh produce is also available at senior centers. Self-Sufficiency Program Assisting households with security deposits and partial rent payments for six months. Adults must participate in monthly meetings and trainings designed to increase their self-reliance. Legal Aid Providing free legal assistance to seniors, low-income, and disabled persons. Weatherization Reducing heat waste, improving indoor air quality, and addressing health/safety issues by caulking, insulating, wrapping duct work & replacing doors. Exhaust fans installed, some furnaces replaced.