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PUBLIC TRANSIT:

Rules & Regulations:

**ALL TRANSIT VEHICLES ARE WHEELCHAIR ACCESSIBLE .
TO BETTER SERVE YOU, PLEASE OBSERVE THE FOLLOWING:**

Dial-a-Ride Service:

Scheduling Rides

- We need a minimum of the day before notice to schedule a ride, but call and let us see if we can accommodate your travel needs. Please call after 7am and before 5:45pm to speak to a dispatcher. Rides can be scheduled up to two weeks in advance and are scheduled through the dispatch office only.
- In order to provide service to as many riders as possible, we operate with a 30-minute "pick-up window". Our drivers may arrive to pick you up 15 minutes before or up to 15 minutes after the scheduled pick-up time. They will only be able to wait for 5 minutes, so please be ready.
- Due to the high demand for transportation, the driver's schedule may not allow for unscheduled stops. Additional destinations must be scheduled with the office at least one day prior.
- Please advise the dispatcher if you require a wheelchair lift or other special services.

Ride Cancellation Policy:

Our drivers are committed to offering safe and on-time service. In our effort to provide transportation for as many people as possible, we require that you notify us at least 45 minutes prior to your scheduled pick-up time if you need to cancel. We recognize that your plans may change, but we ask for the courtesy of a phone call. For your convenience, you can call after hours and cancel a ride on our voice mail.

No Shows

- If a driver arrives to pick you up and you do not ride, it will be considered a no show.
- If you have three no shows within a 6-month period, your riding privileges will be suspended for 2-weeks immediately following the date of your third no show.
- You will receive a letter from the Transit Department citing the no show dates and an indication of when you are eligible to resume service with Dial-A-Ride.
- Subsequent no shows will result in the extension of service suspension, I.E.: the next no show will result in a 3-week suspension of riding privileges.

**THIS POLICY IS STRICTLY ENFORCED.
YOUR COOPERATION IS APPRECIATED.**

Dial-a-Ride Service and Bay Area Loop Service:

Miscellaneous Information

- Effective April 19, 2006 we will require exact change for all fares. No Canadian coin or currency will be accepted.
- We are a curbside service only. Some riders may require the accompaniment of an escort for additional service. Escorts are not required to pay a fare.
- Wheelchairs must have the footrest in place at all times. All locking devices must be engaged and

power shall be turned off while the chair is on the lift and while the bus is in motion.

- Leave pets at home unless it is a designated service animal or in a pet carrier.
- At the discretion of the driver, abusive or disruptive riders will be put off the bus and refused future service.