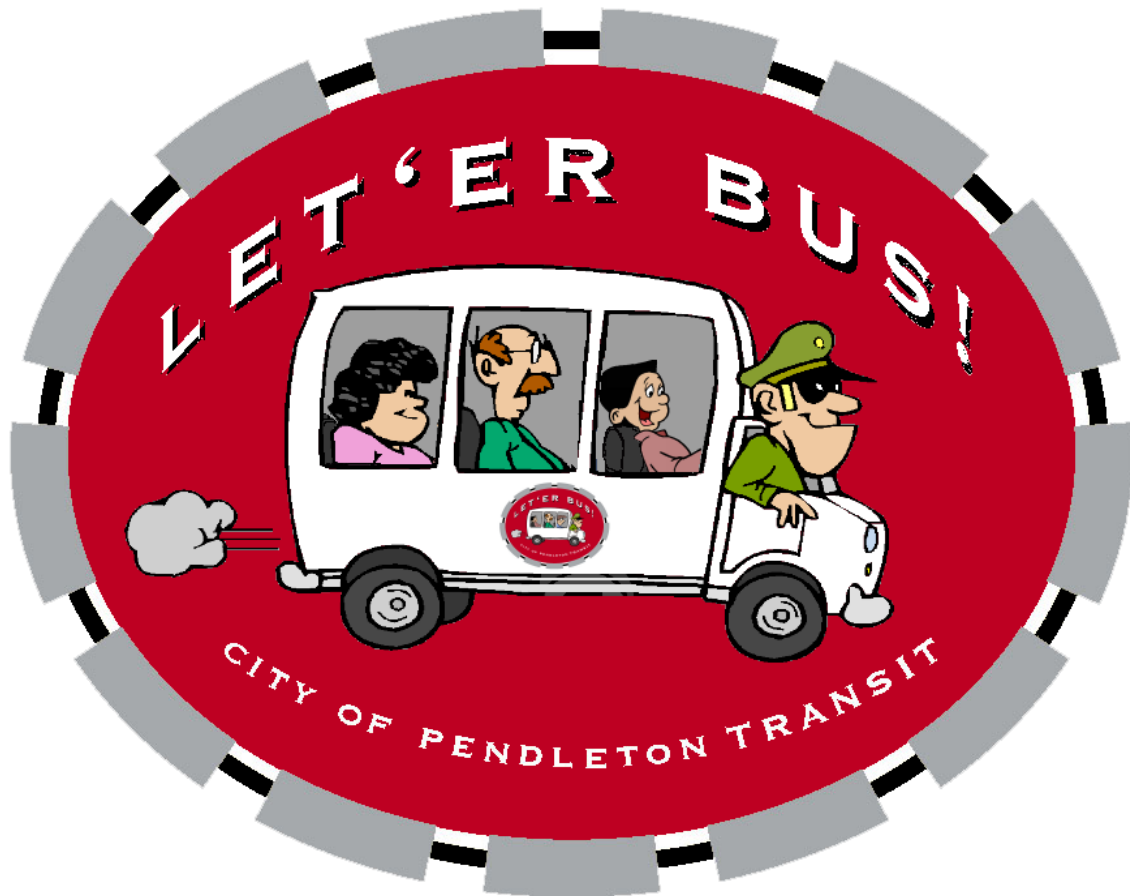


City of Pendleton Rider's Guide



City of Pendleton
Pendleton, Oregon

Revised 2024

Contents

Introduction	3
Deviated Fixed-Route Bus Services	3
Taxi Ticket Services	4
Dial-A-Ride Services	5
Bring Your Bike.....	6
What Can Be Carried On Board.....	7
Rules For Riding	8
Prohibited Baggage	8
SEATBELT AND MOBILITY DEVICE SECUREMENT POLICY	10
Seatbelt Use:.....	10
Mobility Device Securement:.....	11
Refusal of Service.....	13
Tips For A Safe Ride	14
Traveling With Children	15
Accessibility	16
Appendix A.....	17
Appendix B.....	18
Appendix C.....	19
City of Pendleton	19
Reasonable Modification or ADA Policy.....	19

Introduction

The City of Pendleton transportation programs consist of deviated and fixed bus routes, senior/disabled taxi tickets, general public taxi tickets, senior meal site transportation, a daily van service serving the general public, parks and recreation summer interpark rides, and an aquatic center summer transport. The City contracts with Elite Taxis, Inc. for these services. To maintain orderly, safe, secure, comfortable and convenient public transportation services, the City of Pendleton has enacted the following Rider's Guide.

If any one or more of the provision(s) in the Rider's Guide shall be declared by any court of competent jurisdiction to be contrary to law, then such provision(s) shall be null and void and shall be deemed separable from the remaining provisions in the Rider's Guide and shall in no way affect the validity of the other provisions of the Rider's Guide.

Deviated Fixed-Route Bus Services

Let'er Bus Transit

The City of Pendleton provides a deviated fixed route service, called "Let'er Bus Transit". This bus route is for the general public, all are welcomed to ride under the following guidelines. The routes will run two different routes on weekdays. The routes will not operate on federal holidays.

The North-East route will run from Walmart out to Riverside and back through the North Hill neighborhood. Stops on the North-East route will include City Hall, Main Street, state offices on Emigrant, the high school and BMCC.

The South-West route will run from Walmart south through the McKay, Sherwood and South Hill neighborhoods. Stops will include St. Anthony hospital, Southgate Medical Center and the St. Anthony's physical therapy office.

Please see the route map and bus stop times on website, <http://pendleton.or.us/transportation>. Route deviation requests up to half a mile off the route and "Flag Stops" require a same day phone notice Monday through Friday during open dispatch hours. ("Flag Stops" are designated stops that are not stopped at daily without an advance notice request). Flag stops include the Airport and Grecian Heights. (Grecian Heights is a regular stop when the aquatic center is open during the summer.) The dispatch phone line number is 541-276-6476 and is available between 8 am and 5 pm Monday through Friday.

Riders must be at least 9 years old to ride alone. Riders age 8 and younger can ride but must be accompanied with an older companion rider. Intoxicated riders will not be allowed to board the bus for the safety of others. The bus is ADA compliant for wheelchair service and a bike rack is available for the bike rider to load their own bike. Bus riders must be able to keep personal belongings out of the bus aisle and within their own seat space.

Parks and Rec Interpark Transportation

This summer service provides transportation between Pendleton community parks for children to participate in group activities on a rearranged recreation schedule. It also provides transportation to the aquatic center weekly through the park programs. This service primarily is geared towards children but is open to Seniors or individuals with disabilities and the general public.

Taxi Ticket Services

Senior and Disabled Taxi Ticket Voucher Program

The senior and disabled taxi ticket voucher program provides rides within Pendleton and the Urban Growth boundary. The City provides rides to participants who live within seven driving miles of the City of Pendleton boundary and do not live within another transit provider agency's boundary. The taxi service provides rides 7-days weekly between the hours of 5:00 am to 3:00 am daily except for holidays. The service is provided to citizens 60 years of age or older and disabled individuals. The participants pay \$2.00 for a one-way ride. Limited tickets are available dependent on grant funding and are distributed among all participants on a semi-annual basis. The City distributes more tickets than funds are budgeted knowing there is a historical percentage of unused tickets quarterly. The phone number is (541) 276-8294.

Elite Transit Tickets

This service runs the 22 hours a day except for holidays for senior/disabled customers. This program operates similarly to the Senior/Disabled taxi service. General public riders are encouraged to ride the deviated fixed route that operates 7 am to 7 pm weekdays. General Public Elite Transit tickets are valid only during the hours that the deviated fixed route does not operate. No prequalification is necessary. Up to 4 tickets a week can be purchased at City Hall for \$3.25 per ticket. Area covered is City limits and the Urban Growth Boundary. The phone number is (541) 276-8294.

Care Ride

With financial assistance from St. Anthony's, the City of Pendleton provides free taxi service for any person who needs prompt medical attention but does not require the specialized care

and immediate response of an ambulance. The individual may call the taxi company at (541) 276-8294 direct for a free ride to the emergency room and back. If a doctor needs to see a patient immediately for a non-routine emergency call, the doctor's office can call to schedule a free ride for the patient to the doctor's office and back.

Dial-A-Ride Services

Daily Van Service

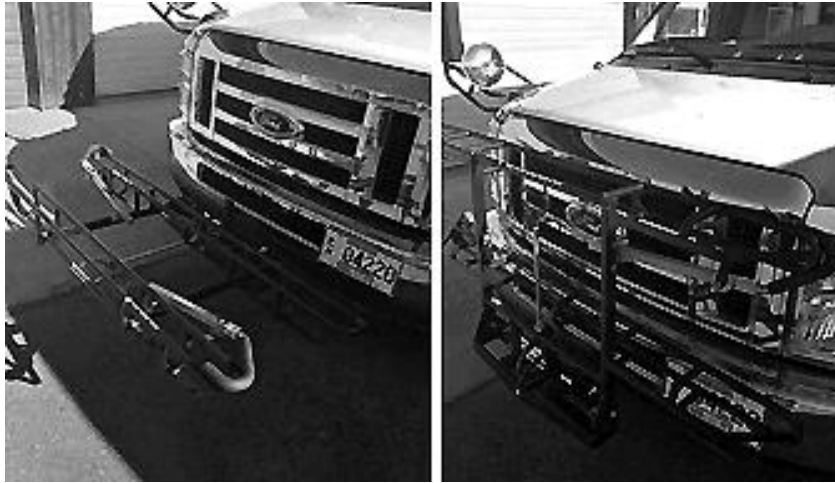
This service runs weekdays (Monday through Friday) between 7:00 am and 7:00 pm, Saturdays from 8:00 am to 5 pm, and Sunday from 8:00 am to 2:00 pm. It is a dial-a-ride program where the customer calls the taxi service in the business day before to arrange rides for the following day during the hours of operation. Same day requests will be available on a space available basis only to the general public and donations are encouraged. This service runs within the City of Pendleton and the Urban Growth boundary. \$1 per ride. Call 9:00 am and 4:00 pm to arrange the next day ride, (541) 276-6476.

Senior Meal Site Transportation Program

The senior meal site transportation program transports seniors to and from the Pendleton Senior Center five days a week for lunch. This program is on a donation basis only and its scheduled pickups are by phone requests, (541) 276-6476.

The City provides rides to all individuals regardless of age, income, or disabilities. The City provides access with City/State owned wheelchair accessible vehicles along with taxis owned by the taxi contractor. All individuals are afforded the rides on the same order of calls, "first call, first ride" priority regardless of disabilities unless the wheelchair accessible vehicle is in current use and a taxi is not accessible by the individual.

Bring Your Bike



pictured here, bike rack samples on a bus

On a first come first served basis, we have bike racks available for stowing your bike on the outside of the bus while you ride the deviated fixed-route. This option is particularly convenient if you are traveling a distance further than your destination on our fixed-route. Please keep in mind there are only two spots on the rack. It is also preferred that you load your bike yourself, but our drivers are available for assistance to load your bike upon request.

What Can Be Carried On Board

Safety is the Number One Priority

- Mobility devices
- Personal 2-wheeled cart (as long as it can be secured without blocking the aisle **in the driver's estimation**)
- Strollers that are able to be folded and moved out of the aisle for safety (typically "umbrella" style)
- Any bags you are carrying on your person, so long as they are able to be safely stowed without blocking the bus aisle (**in the driver's estimation**)
- Food and drink may be brought onto the bus if it is in a closed container (there is no eating or drinking on the bus except for bottled water and beverages in an approved transit-type container).
- Working service or assistance animals, which is a dog or other animal designated by Administrative Rule that has been individually trained to do work or perform tasks for the benefit of the individual (ORS 659 Section 2 and Section 3). The American Disability Act (ADA) does not recognize comfort or companion animals as service/assistance animals.
- If transported in a carrier, pets may be carried onboard.
- Personal, portable electronics (i.e. cell phone or hand-held gaming device)-if in use, these items must be used with earphones, or other device to prohibit the sound being heard by other passengers.

Our drivers will not assist with any item that in his or her estimation exceeds 25 pounds in weight. Typically, on fixed route carriers our drivers do not help with loading any items on to the bus, but some exceptions are made for bikes or in instances of ADA assistance.

Rules For Riding

Safety is the Number One Priority

- No physical attacks upon, or offensive touching of, other passengers or the driver
- No loud or unruly behavior that could distract the driver or disturb other passengers as determined by the driver
- No vandalism of agency property, or intentional destruction of property of other passengers
- No threat of immediate harm against the driver or other passengers
- No interfering with the operation/movement of any agency vehicle
- No use or possession of alcohol or illegal drugs, except alcoholic beverages that are sealed, while on the bus
- No smoking (cigarettes or e-cigarettes)
- No throwing or shooting any object within the bus, or out through a bus window or doorway
- No spitting within, or through the window or doorway, of any bus
- No engaging in any activity prohibited by federal, state, or local law
- No littering
- No playing personal listening devices **without** earphones that prohibit it being heard by others
- No soliciting or canvassing to collect money

Prohibited Baggage

- No weapons of any kind, including any style of water shooting device, and unsheathed knives. This does not include law enforcement officers
- No items which are so large as to cause a hazard by blocking an aisle. (example: Any item larger than what it would take to occupy one seat is

a hazard and, therefore, too large.) No item should ever be blocking the aisle.

- If a passenger is being forced to stand because baggage is occupying a seat, the owner of the baggage must hold the baggage to free a seat for the standing rider.
- No ammunition or explosives or any kind (fireworks in the original and sealed packaging are permissible)
- No gasoline or any flammable liquid, including empty containers
- No items containing acids – household & car batteries permitted
- No food or drink in an open container or to be consumed on the bus. All such items must be packaged in a tightly closed container. If consuming beverages while on the bus, if in an approved commuter-type container will be permitted.
- No unfolded baby strollers or carriages
- No animals, except service or assistance animals, or small animals in an appropriate carrying container
 - Containers for small animals should be made of a hard, impervious material such as plastic and must be fully enclosed with a latch or locking mechanism (wire or cardboard animal carriers are not acceptable for this purpose). Even if the pet is in an acceptable carrier, if it has an accident that results in an odoriferous, unhealthful situation, the bus driver will ask the owner to remove the pet from the bus at the next stop and not board again until the carrier has been cleaned.

SEATBELT AND MOBILITY DEVICE SECUREMENT POLICY

The City of Pendleton Transit program provides public transportation services within the City of Pendleton urban growth boundary and senior/disabled taxi rides up to seven driving miles outside of Pendleton. As part of those services it is required to adhere to state and federal rules in the areas of seatbelt use and the securement of mobility devices on public transportation vehicles.

Seatbelt Use:

Agency public transportation vehicles with capacity up to 14-passengers fall under seatbelt requirements under Oregon Law (ORS 811.215(1)(b)), therefore all passengers are required to use seatbelts provided on those busses. City vehicles that are larger than 14-passenger capacity do not fall under this law; however, the City of Pendleton Transit requires that that all passengers who ride in City of Pendleton Transit vehicles wear properly fastened and adjusted seatbelts, shoulder harnesses, and other such similar equipment, when provided in the vehicle where they are seated. "Riding in" is defined as occupying a moving vehicle. City of Pendleton has 22-passenger vehicles where seatbelts are available to passengers.

Appropriate child safety seats shall be provided by the responsible passenger, and that passenger is also responsible for the proper securement of the child safety seat in the vehicle as well as their own seatbelt use. City of Pendleton Transit drivers are not responsible for ensuring that a child passenger is properly secured with a child safety system (ORS 811.215(1)(b)(B)). Children who are required to be in safety seats under Oregon Law will not be transported in vans/taxis or any 14-passenger or less capacity bus, without the safety seat device.

For passengers using mobility devices there is a seatbelt system in tandem with the mobility device securement system which is required for the passenger to use. Seatbelt systems are required for persons in wheelchairs, the same as persons who use the vehicle seats.

Penalty:

Any passenger who does not comply with this policy may be required to de-board, and the ride will not be provided. Exemptions may apply; see below.

Exemptions:

- 1) City of Pendleton Transit may operate large commercial vehicles, greater than 14 passenger capacity, in fixed-route services. These vehicles by definition have no seatbelt requirement, and the vehicles may not be fitted with seatbelts. Therefore, seatbelt use is not required on these vehicles unless available. (ORS 811.215(1))
- 2) If a vehicle is at capacity, then standing passengers, using stanchions or hanging straps, are not required to wear a seatbelt (ORS 811.215(5))
- 3) In the event a passenger requires seatbelt extenders and seatbelt extenders are not available on the vehicle at the time, the requirement to wear a seatbelt would be temporarily waived for that ride only.
- 4) Passengers who have obtained a Certificate of Exemption from the Oregon Department of Transportation. (ORS 811.220) A copy of the certificate must be provided to City of Pendleton.

Mobility Device Securement:

The City of Pendleton requires that mobility devices be secured in the designated securement areas on each public transportation vehicle, which are equipped in adherence to federal ADA requirements. (49CFR, Subtitle A, Subpart F, 38.23) A mobility device will be secured front facing, secured at the strongest parts of the device; additionally, the passenger can assist the driver by indicating the most optimal tie-down spots.

The City of Pendleton Transit will not deny transportation to a person using a mobility device on the grounds that the device cannot be secured satisfactorily by the vehicles' securement system. If the vehicle's mobility device securement system is not compatible for the mobility device the passenger is using, the driver will still make an attempt to safely secure the mobility device. However, the driver may recommend to a passenger in a mobility device that the passenger transfer to a vehicle seat for the passenger's own safety. At no time may the driver require a passenger to transfer from their mobility device. (49 CFR, Subtitle A, Part 37, Subpart G, 37.165). The passenger will still be required to use a seatbelt in this scenario, per the seatbelt use section of this policy.

In any instance where proper securement cannot be obtained, but the passenger still wishes to ride, they will be required to sign a waiver acknowledging the increased safety risk. If a passenger has a seatbelt exemption card, at the time they present this to City of Pendleton Transit staff, they will also be required to sign a waiver indicating their full understanding of the safety risk created by not using a seatbelt. This will be kept on file with a copy of their exemption card.

Penalty:

The City of Pendleton Transit will deny the ride if a passenger refuses to allow their mobility device to be secured. Additionally, the ride may similarly be denied if the passenger refuses to allow their mobility device to be secured in the designated securement area. Mobility device securement will only be in the designated area of the vehicle. (49 CFR, Subtitle A, Part 37, Subpart G, 37.165)

Refusal of Service

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

However, in circumstances of continued abuse of the Rules for Riding, a longer suspension, or formal suspension period may be issued; said suspension would be for at least 7 days and continued suspensions would be given as needed at 14 days, 21 days, and 30 days. Only in cases where 5 or more suspensions are issued where a suspension window beyond 30 days be issued, and a suspension of this type will be approved by the City of Pendleton Transit Oversight Manager and or contracted Transit Provider, and shall not exceed 90 days.

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

Any and all suspension windows are open to a written appeals process submitted to the City of Pendleton Transit Oversight Manager in writing. Available at the City Hall is an appeal request form to be filled out and attached to your letter of appeal. You have 14 calendar days from the day of your formal suspension to file an appeal with the City of Pendleton Transit Oversight Manager, and they will investigate the issue and interview witnesses before providing you with a final conclusion in writing (or accessible format upon request). The final response to the suspension appeal will be issued no later than 30 days from submission and the client in question will be allowed to use transit services while a decision is made.

Tips For A Safe Ride

The following are recommended for riders:

- Don't run across traffic to catch your bus. If you have to run, it's not your ride; you can catch the next one.
- Only cross at designated crossings, and look both ways before you cross.
- Don't cross in front of a bus unless it is fully stopped at a traffic light or parked on the side of the street to pick up passengers.
- When it is dark outside wear light and/or reflective clothing.
- When walking to and from your stop please be aware of your surroundings. Check for busses and other vehicles on the road before looking down at your phone.
- Hold on to a seat, hand rail, or stanchion/hanging strap while the bus is in motion.
- Keep track of your belongings while on board and make sure they are always secured safely. (Remember in the event of a crash all of those items become potential projectiles that could injure you or your fellow riders.)



Traveling With Children

Deviated Fixed-Route Procedures:

You are allowed to bring a stroller on board the bus, but you must be able to safely stow it without blocking the aisle. Because of this, a folding "umbrella" style stroller is the only recommended stroller. You may board the bus with your child in the stroller, but before the bus can begin moving again you will need to remove the child from the stroller. You may find it more convenient to ask the driver to lower the ramp/lift prior to your boarding. We ask that you yield priority seating to the elderly or riders with disabilities.

Please hold on to your children when entering and exiting the bus; their safety is important to us. You will need to keep track of your children while the bus is in motion. Please make sure that they are following all of the rules for riding in addition to the tips for a safe ride both on and off of the bus.

Children ages nine and up are eligible to ride the bus without being accompanied by an adult or minor over the age of eight. Good behavior is expected while they ride despite the removal of the requirement that a parent or guardian ride with them.



Accessibility

All City of Pendleton buses/vans are fully accessible using mobility devices.

Bus/Van Features:

All of our buses/vans are equipped with either a powered lift or a boarding ramp to allow for the uses of ADA equipment while boarding. All you need to do is ask the operator to lower it when you are trying to board and they will be glad to assist you. Our buses also have priority ADA seating including securement points.

The best practice for boarding with a mobility device is to wait in sight of the driver, ask for the lift or ramp to be lowered (if it has not already been deployed for you), move to a priority seating spot, and take advantage of the securement points available to you (assistance will be given if it is needed).

If Deviated Fixed-Route Doesn't Work for You:

Some travelers may find that even with our ADA equipment on board, utilization of the deviated fixed-route is still a bit of a challenge. Additional transit service information is available on our website

<https://pendleton.or.us/transportation>.

Taxi cabs:

Taxi cabs are owned by the contractor. The City contracts subsidized taxi rides with the contractor. If you need ADA services, please notify the taxi dispatch that ADA accessibility is required at the time of request for taxi service.

Appendix A

SUSPENSION APPEAL FORM

INSTRUCTIONS: Please complete this form and attach your letter of appeal and return in person, or via the postal service, to the City of Pendleton (see address below)

Contact Information (Please print clearly):

Name: _____

Address: _____

Telephone: (____) _____ Home

Telephone: (____) _____ Work

Telephone: (____) _____ Cell

Please explain the event where/when suspended:

Date of Event: _____

Time of Event: _____

Customer's Signature:

Date: _____

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

Return appeal form and letter to:

City of Pendleton – City Hall
550 SW Dorion AVE
Pendleton, OR 97801

For alternative formats of this document please request via 541-966-0201

Appendix B

Route Questions and Deviation Requests:

541-276-6476

Hours of Service:

Deviated Fixed-route bus: Monday through Friday 7:00am to 7:00pm

Taxi: Monday through Sunday 5:00am to 3:00am

Dial-a-Ride: Monday through Friday 7:00am to 7:00pm, Saturday 8:00am to 5:00pm, Sunday 8:00am to 2:00pm.

Other programs as outlined online

<https://pendleton.or.us/transportation>

Contact Information:

Elite Taxi Inc.

332 SE Dorion AVE

Pendleton, OR 97801

City of Pendleton

500 SW Dorion AVE

Pendleton, OR 97801

Elite Taxi 541-276-6476 Office

Elite Taxi 541-276-8294 Taxi Service

City of Pendleton Transit Oversight Manager 541-966-0207

Appendix C

City of Pendleton

Reasonable Modification or ADA Policy

Please refer to the City of Pendleton's ADA Policy online at <https://pendleton.or.us/transportation>

- Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability.
- Accessible formats are available upon request.
- Dial 711 for text to voice relay number.

Please refer to the City of Pendleton's, Civil Rights Title VI Policy online <https://pendleton.or.us/transportation>

Contact Us

City Hall
550 SW Dorion AVE
Pendleton, OR 97801
Phone: 541-966-0201
Web: <http://pendleton.or.us>