



Transportation Reaching People 2022 Riders Guide

**2051 Kaen Rd, Oregon City, OR 97045
503.655.8208**

***All riders and drivers are subject to rules and guideline set forth by the Federal Transit Authority (FTA),
the State of Oregon and Clackamas County Board of Commissioners.**

Welcome to the TRP Program

The Transportation Reaching People Program is a shared-ride service for Clackamas County residents who are seniors (60 or more years) or people experiencing a disability. Rides are provided by paid drivers using ramp-equipped minivans and lift-equipped small busses, and volunteers using insured volunteer-owned vehicles. Drivers have a valid driver's license and good driving record, and must pass a DMV and criminal background check. They receive training in defensive driving and passenger assistance and share Transportation Reaching People's commitment to high quality customer service and dedication to our community. To maximize resources we offer a "shared ride service", so sometimes you may ride with other customers and on occasion, cab services may be utilized.

Although there is no fee for TRP services, donations are gladly accepted, and appreciated! Tipping drivers is prohibited.

Who Can Use TRP?

A rider must be a Clackamas County resident and be enrolled in the TRP program in advance of their first ride. Riders are eligible to use the service based on one or more of the following criteria, within applicable service limitations:

- 60 years of age or older; or
- An "individual with a disability" which means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5); or
- Transportation of children with disabilities: TRP does not provide transportation to children under 18 unless the child is escorted by a qualified adult and is properly secured in the vehicle according to the safety regulations applicable to similar services provided by Tri-Met LIFT.
- A child with a disability under the age of 18 is a qualified rider and is subject to an adult escort requirement, unless being transported by a qualified adult caregiver in the **Ride Together** program, where no additional escort will be required.
 - Personal Care Attendants (PCA), Escort, and Companion Eligibility: The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs. PCAs and companions must be picked up and dropped off at the same location as the primary rider. Additional companions may be scheduled if space is available. PCAs and Escorts must be a person over the age of 18 recruited by the rider to assist the rider with mobility related tasks during scheduled trips with TRP. Escort definition for qualified "child" riders is augmented to include a legal relationship between the child and the escort and/or a qualified personal aide. * Service limitation(s) can include but are not limited to the weight limits on vehicles and vehicle ramps/lifts.

Where Does TRP Operate?

TRP provides transportation to Clackamas County residents throughout the Tri-County area. Trip destinations and availability are dependent on the trip purpose and the rider's home

address. All trip destinations/stops must be scheduled with dispatch in advance.

When Does TRP Operate?

- Monday—Friday from 8:00 am—5:00pm. Early/late day rides may be scheduled depending on ride origination, appointment location and trip purpose.
- The TRP Office is open from 7:00 am—5:00 pm, Monday through Thursday. TRP office is closed on Fridays, weekends and holidays.
- TRP offices are closed and **transportation is not provided** on the following holidays:
 - New Year's Day - January 1st
 - Martin Luther King's Birthday - third Monday in January
 - President's Day - third Monday in February
 - Memorial Day - last Monday in May
 - Juneteenth – third Monday in June
 - Independence Day - July 4th
 - Labor Day - first Monday in September
 - Veterans' Day - November 11th
 - Thanksgiving Day - fourth Thursday in November
 - Christmas Day - December 25th

To Request a Ride:

- Call (503) 655-8208
- All ride requests are taken by voicemail, 24 hours a day, 7 days a week.
- **In addition to your name**, we require the following information:
 1. Date you need the ride?
 2. What kind of appointment do you have?
 3. What time do you want to arrive?
 4. How long will you be there?
 5. Complete street address of your appointment?

Please make sure to have all required information ready before you call.
Incomplete ride request messages will not be processed.

- Ride requests can be taken right up to the day of your need and will be processed if there is room in the schedule.
- Riders are allowed one round-trip service per day.
- All stops must be **scheduled in advance** with the dispatcher.

Confirming Your Ride Requests (riders must use voicemail to access services):

- **We will call you to let you know if your ride has been denied. This call will be made THREE days in advance of your requested ride.**

Reminder Calls (riders must use voicemail to access services):

- Reminder calls for confirmed rides are made TWO days in advance and will include your pick up time, your driver's name and the type of vehicle they will be driving.

Due to high demand for the services, TRP may be unable to fill your ride request due to

maximum capacity and limited number of volunteer drivers

Changing or Cancelling a Ride (riders must use voicemail to access services):

Please call TRP's office (503) 655-8208 at least 24 hours in advance to make changes to, or cancel an existing ride. By calling in advance, we have time to reroute your driver in order to transport others.

Prioritizing Ride Requests:

- TRP does not prioritize rides, but instead utilizes technology to provide the maximum numbers of rides possible each day.

Ride Restrictions:

- Riders can ask for up to three stops per ride. Stops may be no more than 1 hour per stop.
- Personal business rides should be no more than 10 miles from riders home.
- TRP will not provide rides to airports, intercity bus/train stations for out of area trips. The one exception is for Ride Together rides.
- Riders are encouraged to ask doctor's office to call prescriptions in to pharmacy to reduce wait time.
- TRP cannot provide transportation for medical appointments that involve a signature for the rider's release. For these procedures the rider is required to bring a guest, 18 years or older, to provide assistance.
- Riders must be able to get to/from the TRP vehicle without assistance. Drivers can offer an arm to steady, but may not offer physical assistance.
- TRP is not an authorized Medicaid medical ride provider.
- Riders must have voicemail and be able to listen to voicemail messages left regarding ride information. TRP will leave messages to confirm, deny and remind you of your ride.

Definition of Ride Types:

Life-Sustaining Medical: Ongoing Dialysis, Chemotherapy, Radiation and Anti-Coagulation services.

Medical: All non-life-sustaining medical appointments, including **prescribed** physical therapies, are considered medical rides if they involve oversight by a medically accredited provider. Therapies in promotion of positive medical outcomes which are not prescribed or administered by a medical professional are considered personal business rides.

Personal Business or Supportive Services: Trips to meet personal needs (examples include: participation in Adult Day Care Center, visitation of spouse or others in nursing home, support group meetings and banking). Trips to an agency/organization that provides direct or supportive services to the rider (examples include: Social Security Office, Veteran's Administration Offices, resource centers, etc.).

Recreation: Trips to museums, sightseeing, movies, plays, etc.

School/Work: Trips to meet personal educational needs including: local colleges, universities or educational training programs or meetings. Trips to and from a work/employment setting or assignment and work training.

Shopping: Trips to any store (including groceries), shopping center, mall, or retail establishment.

Volunteer Activities: Trips to and from volunteer work setting or assignment, including from volunteer's home and to an individual's home if that is the work setting.

Personal Records:

Please call our office when there are changes to your:

- Address
- Phone number
- Emergency contact person
- Health or mobility changes that will affect your transportation needs
- Change of mobility device

Your personal information is kept confidential and protected. It is not shared with any outside entities.

Service Support:

TRP paid and volunteer drivers are only responsible for providing transportation. Riders need to be at the door of the pick-up location when the vehicle arrives. Drivers do not stay with riders to provide special, personal attendant or escort services (see *Personal Care Attendant/Escort eligibility*). Riders must carry their own belongings, including packages or bags from shopping trips.

TRP does not provide a personal care attendant or escort. If you are using a personal attendant or escort, that person must be registered with TRP prior to your ride request.

How TRP Drivers Assist Riders:

- Securing wheelchairs and scooters;
- If requested, TRP drivers will assist customers with manual mobility devices by: pushing and guiding the rider to/from the vehicle, on/off the lift of the vehicle, and inside the vehicle;
- For safety reasons, TRP drivers are not permitted to operate the controls of any powered mobility device, handle a service animal or enter a private residence. In addition, drivers are not allowed to provide physical assistance to riders. If you need additional help, please contact the TRP office and we can help with resources for other services.
- Drivers are not allowed to enter residence of riders.
- Riders must carry all their own belongings.

TRP adheres to US Department of Transportation (USDOT) American's with Disabilities Act of 1990 (ADA) regulations for Public entities.

What to Expect From TRP Service:

1. TRP service is one of many options for Clackamas County's public transportation riders; it is not intended to serve all transportation needs of people who are aging or with disabilities.
2. Other customers share the ride. TRP vehicles may travel in several directions during your trip and make stops to serve others.
3. Advance reservations are required. Trips are scheduled based on the time you wish to be picked up to get to your appointment.
4. Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other riders being served.
5. You need to be ready to leave at your scheduled pick-up time. If necessary, the TRP driver will wait a maximum of **ten minutes** past your scheduled time.
6. Travel time will vary based on trip distance and others being served. All trips are scheduled so the customer will be on the vehicle only as long as necessary.
7. TRP drivers do their best to make pick-ups on time and to get customers to their destinations on time.
8. When providing curb-to-curb service, TRP drivers must be able to park their vehicles in a safe location that does not block or impede traffic and must be able to maintain sight of vehicle at all times.
9. Cab service may be used in place of TRP vehicle.

Items Riders May Bring on the TRP Vehicle:

Animals: Official Service Animals are permitted on TRP vehicles as provided under Clackamas County guidelines (under owner's control, on a leash or in a container). No permit is required, but you may be asked to confirm that your animal is a service animal by showing official paperwork. You are responsible for the care and supervision of your animal while on board. Non-service animals are permitted on vehicles only in a secure container, and in the case of volunteer drivers, with the volunteer's consent.

If you are planning on bringing your ADA service animal on a TRP vehicle, please follow these guidelines:

- Your animal must be on a leash or in a closed carrier, remain under your control and behave appropriately.
- The animal must remain at your feet or on your lap. The animal may not sit on vehicle seats.
- The animal must not be aggressive toward people or other animals.
- The animal must be housebroken; you are responsible for any damage or soiling caused by the animal.
- If you have any questions about bringing your service animal on TRP, please call us at 503-655-8208.

Groceries: Each eligible TRP customer may bring up to three grocery-sized bags on board. Grocery carts are not permitted on vehicles, but you may bring groceries on board in a personal two or four-wheeled, collapsible cart.

Oxygen: Personal oxygen tanks may be transported on TRP vehicles. The TRP operator will secure the tank but cannot operate the controls. Riders are responsible for their oxygen tank.

Other items: Operators are not able to assist with other items. An eligible TRP customer may bring other items on board the vehicle only if:

- The customer, PCA or companion is able to carry the item to and from the vehicle.
- The item is small enough to be held in the lap, or placed under the seat or elsewhere that is clear of the aisles, seats and securement areas in a TRP vehicle.

Rider Responsibilities:

1. **Use required securement and seat belts.**

Operators will secure mobility devices and fasten lap belts for customers in mobility devices. All ambulatory customers must secure their own seat belts.

2. **Maintain mobility devices and accessible pathways.**

Make sure your wheelchair or scooter is in good working order, and provide an accessible pathway with no steps to the entrance of your residence, and confirm the accessibility of your destinations.

3. **Size and weight limits for mobility devices.**

Consistent with Department of Transportation regulations, TRP will carry a mobility device with three or more wheels and its user so long as the lift or ramp can safely accommodate the size and weight of the wheelchair and its user and there is space for the wheelchair on the vehicle.

4. **Rider's must use voicemail to access services.**

Rules for Riding - All TRP riders are required to follow these rules:

1. All personal items are the responsibility of the rider.
2. Passengers must load and unload their own belongings.
3. Bring an approved child safety seat for your TRP eligible child, and take it with you when you leave the vehicle:
 1. Child passengers must be restrained in child safety seats until they weigh forty pounds or reach the upper weight limit for the car seat in use. Infants must rear-facing until they reach two years of age unless the child turned age one prior to May 26, 2017.
 2. Children over forty pounds or who have reached the upper weight limit for their forward-facing car seat must use a child seat with harness or a booster to 4'9" tall or age eight and the adult best fits correctly.
 3. Do not eat, drink or smoke in the vehicle. Keep food and drink in closed containers.
 4. Use a headset for personal video or audio equipment so it does not distract the driver or fellow passengers.
 5. Disruptive behavior may cause a passenger to be suspended or permanently denied service (**see "Code of Conduct and Respect"**).
 6. Shirts and shoes are required to utilize this service.

7. Passengers are requested to respect their fellow passengers and driver's by maintaining a good standard of personal cleanliness and hygiene.
8. Passengers are required to maintain adequate public health standards that do not risk the health, safety or welfare of other passengers, drivers or themselves.
9. Passengers are requested to not wear strongly scented personal care products while on the vehicle. This will help ensure that the vehicles are accessible for passengers with multiple chemical sensitivity or environmental illnesses.
10. Follow all TRP policies regarding TRP service.

TRP offers the following rider safety tips:

1. Wait in a safe well-lit location while waiting for the ride.
2. Choose a pick-up and drop-off location that allows the driver to not lose sight of his or her vehicle when assisting you to or from the door
3. Let the vehicle come to a complete stop before approaching it.
4. Allow the driver to assist you in entering and leaving the vehicle.
5. Ask for special boarding assistance if you need it; our drivers are here to serve you.
6. Always wear your seat belt.

Inclement Weather:

When inclement weather is expected every attempt is made to decide about program closures, or schedule changes, the evening before your ride. For an unexpected or a less definite weather situation, every attempt is made to make a decision by 7:00am the day of your ride. TRP's goal is to make the most appropriate decision based on the available information. Those impacted are encouraged to contact the TRP information line which is updated by 7:00am daily during weather events. In the event weather conditions worsen as the day progresses, TRP may decide to cancel services early. In such cases, TRP will do all we can to contact impacted parties. Roads, driveways, parking lots and sidewalk surfaces must be safe for rider and driver.

Service Suspension Process:

Most customers will need to cancel a scheduled ride at some point and emergency situations occasionally result in a last minute cancellation or "no show" trip. We forgive last minute cancellations and missed rides that occur when:

1. You experience a personal or medical emergency or an event beyond your control that prevents boarding the vehicle or calling TRP office; or
2. You contact the TRP office to cancel the same day of your ride; or
3. These "No-Show" trips count for possible suspension of services:
4. Customer does not show up to meet the vehicle at the pickup location (no legitimate reason provided); or
5. Customer is not ready to go within 5 minutes of the scheduled pickup time; or
6. Customer calls the TRP office to cancel LESS than 24 hours before the scheduled pickup time.

7. Disruptive behavior may cause a passenger to be suspended or permanently denied service (see “**Code of Conduct and Respect**”).

Assistance to Non-English Speaking Riders:

Individuals who need an interpreter should call the main TRP number, 503-655-8208. When the call is answered, the caller should say the language that they speak and then remain on the line. A TRP customer service representative, working through an interpreter, will help you.

Llamar para mas información * Звоните за дополнительной информацией

- Other Helpful Programs -

Contact the TRP office with questions or to enroll
in these programs: 503-655-8208

Ride Together Programs:

If you're aged 60 or older, or if you are a person with a disability who relies on a friend or family member to take you places, you might consider telling your driver about the Ride Together Program. Ride Together helps you give back to your driver by providing mileage reimbursement.

Mileage is reimbursed is the Federal rate per mile. Maximum reimbursement rates apply and are based on rider's home address. Drivers can transport up to three riders each month. You identify your driver(s). We will contact your driver(s) and share information about the program and get them registered, screened and trained as drivers. Once your driver is approved, you arrange your trips directly with your driver. Driver must be able to pass a background check and potentially fingerprint screening.

Most transportation programs available in our area limit a rider's options to short distance trips during certain service hours on weekdays. In the Ride Together program, where or when the rides happen is completely up to the two of you!

Vets Driving Vets Program:

Veteran Volunteers give their time to provide transportation to fellow Veteran's. Drivers must pass all requirements to become certified and mileage is reimbursed at the Federal rate per mile. Riders must be enrolled in the TRP program before the first ride.

TTY users please call 1-800-735-2900.



Clackamas County Transportation Reaching People CODE OF CONDUCT AND RESPECT

Clackamas County Transportation Reaching People (TRP) provides service to Clackamas County citizens 60 years and older and people with disabilities. People using TRP services are expected to follow this Code of Conduct and Respect.

It is our practice to:

- Provide available services to those who meet eligibility criteria for such services regardless of race, color, citizenship, religion, national origin, age, gender identity, sexual orientation, marital status, or disability.
- Treat people with dignity and respect through courteous use of appropriate language and manner.
- Protect and respect the privacy needs of people seeking services. Personal information is gathered only as a required to determine eligibility.

In return, TRP expects you to:

- Treat the staff with dignity and respect through courteous use of appropriate language and manner.
- Actively cooperate in helping us to provide the services you qualify for.
- Follow rules and regulations defined in the TRP Rider Guide.

If you are intoxicated or impaired when the driver arrives we will reschedule your ride for another day. Repeated episodes may result in termination of services.

The following behaviors are INAPPROPRIATE while accessing Transportation Reaching People services and will result in denial of services:

- The use of foul language and profanity.
- Being rude, belligerent, or hostile to staff, other customers or family members.
- Doing or threatening physical harm to staff or others. This includes use of force towards children and other family members.
- Using inappropriate language on the phone, in voice mail, text, email, fax.
- Being loud or disruptive.
- Expressing attitudes of racism, sexism, ageism, homophobia or discrimination based on one's dress, culture, beliefs, etc.

**Thank you for your cooperation. Please contact Program Coordinator,
Kathy Henderson, with questions or concerns: 503.655.8604.**