



# Ride to Care: Your rights & responsibilities

## Ride to Care passengers have the right to:

- Receive safe and reliable transportation that meets your needs.
- Receive interpretation services.
- Get materials in the language or format that meets your needs.
- Not be discriminated against by Ride to Care drivers, staff or other passengers.
- Bring a service animal or personal care attendant as needed. Please tell the call center you plan to bring an attendant or service animal with you.
- Bring along a few items if needed, but not too many. For example, you might bring:
  - Three grocery bags, or
  - One box of food, or
  - Two carry-on items
- Be transported in the mobility device of your choosing (like a scooter).
- Ask for help with seatbelts or a seatbelt extender.
- Get service in a timely manner.
- Share compliments or file grievances about your service.
- Submit an appeal or ask for a hearing (or both) if you feel service was denied unfairly.
- Receive a written notice when a trip is denied.

## We expect Ride to Care passengers to:

- Show respect to all Ride to Care staff, drivers and other passengers. Abusive or intimidating language or behavior is not allowed.
- Take all your belongings when you leave the vehicle, even if you think the same one will pick you up. Check the seat and floor around you for personal items.
- Agree to always keep service animals under control. Service animals are not permitted on passenger seats.
- Keep any emotional support animals or pets in an enclosed carrier.
- Call ahead if you must change or cancel a trip. Please call Ride to Care at 503-416-3955 or 855-321-4899 as far in advance as you can.
- Tell the call center if you need an additional stop, like the pharmacy. You must ask for a stop in advance. Drivers may make only pre-approved stops.
- Be ready for your pick-up at the time Ride to Care gives you. Being on time helps everyone stay on track: you, the driver and the other riders.
- Agree not to be under the influence of or take drugs or alcohol in Ride to Care vehicles.

- Agree not to smoke or vape in or near Ride to Care vehicles or drivers. Please stay at least 25 feet from the vehicle.
- Agree not to engage in illegal activity in or near Ride to Care vehicles or drivers, or other members.
- Wear a seat belt, in keeping with Oregon law.
- Agree to wear a face mask or other covering over both your nose and mouth. This remains in effect while there is a public health emergency, to protect yourself and others from COVID-19.
- Not engage in behavior that discriminates against Ride to Care drivers or staff, or other passengers.
- Bring the correct size safety seat for any child traveling with you. You will install the seat and secure the child in the seat. See the Ride to Care Rider's Guide on safety seats requirements. Please remove the child safety seat from the vehicle at the end of each trip. Leave no personal items in the vehicle.
- Keep food or drinks in closed containers, and not consume them in the vehicle. You may be allowed a small snack if you need it to manage a health condition.
- Plan ahead and bring food (to eat during stops) and medication in case of long trips or unexpected delays.
- Give accurate information to Ride to Care and our transit providers. This will improve the service you receive.