



RideSource

ADA PARATRANSIT RIDER'S GUIDE



LTD.org/RideSource



541-682-5566

1-877-800-9899 | 7-1-1 TTY

The American with Disabilities Act (ADA) and Public Transportation

The Americans with Disabilities Act (ADA) is a civil rights law that requires public transportation to be available to people with disabilities. The law recognizes that some people will not be able to use a fixed-route bus service like Lane Transit District (LTD) even when the bus has a wheelchair lift, ramp or other accessible features.

Under the ADA, if you are unable to ride a fixed-route LTD bus because of a disability, you may be eligible to use RideSource ADA paratransit. RideSource ADA Paratransit is an origin to destination service that is scheduled in advance. The service operates within approximately the same area and the same days and hours as LTD's fixed-route buses.



Eligibility for RideSource ADA Paratransit follows ADA regulations. All RideSource ADA Paratransit users must first begin with an eligibility assessment. LTD fixed-route service is recommended for older adults and people with disabilities who are able to use the bus. RideSource ADA Paratransit is only available for people who cannot use the LTD bus service because of the nature of their disability or condition. Applicants and riders have the right to ask for a review or make a formal appeal of their eligibility or any other decision that would limit or end use of RideSource ADA Paratransit.

For a copy of the ADA regulations, go to www.ada.gov or contact LTD's Accessible Services Department at

541-682-5555, or using Oregon Telecommunications Relay Service at 7-1-1 (TTY-Oregon Relay).

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1. What is RideSource ADA Paratransit?

RideSource ADA Paratransit is public transportation for people traveling throughout Eugene and Springfield who are unable to use LTD's fixed-route bus service due to a disability.

RideSource ADA Paratransit will pick up eligible passengers near the starting place of their trip and drop them off near their destination. This is called origin to destination service. Assistance from the vehicle to the door is provided only as needed. Passengers are required to have an assistant accompany them if they need additional help. Rides are typically dispatched using small, cutaway buses equipped with wheelchair lifts, but rides may also be provided through other vehicles intended to meet passenger needs.

In addition to the origin to destination service, RideSource ADA Paratransit operates the RideSource Shopper, a regularly scheduled grocery shopping service.

Who provides and pays for RideSource ADA Paratransit service?

Passengers pay a fare, which offsets a small portion of the full cost of a RideSource ADA Paratransit trip. Additional resources are provided through LTD including using a combination of local, state, and federal funds.

RideSource ADA Paratransit is coordinated through the RideSource Call Center. The RideSource Call Center handles a variety of transportation including services primarily for older adults, people with disabilities, Medicaid members, and people with low incomes throughout Lane County.

Can I use RideSource ADA Paratransit?

The first step to using RideSource is to complete an in-person evaluation, to determine whether or not you are eligible to use RideSource ADA Paratransit services. If you have a disability or condition that prevents you from using the LTD fixed-route

bus, you may be eligible for RideSource ADA Paratransit. For additional information or to request an assessment, call the RideSource Call Center at 541-682-5566 (voice) or 7-1-1 (TTY-Oregon Relay).

When can I use RideSource ADA Paratransit?

RideSource ADA Paratransit is available seven days a week. Operating hours are:

Monday – Friday	5:30 a.m. – 12:30 a.m.
Saturday	6:30 a.m. – 11:30 p.m.
Sunday	7:30 a.m. – 9:00 p.m.

Where can I go on RideSource ADA Paratransit?

RideSource ADA Paratransit serves the Eugene and Springfield areas.

Eligible passengers can travel to and from any location that falls within approximately three-quarters of a mile of LTD's regular metro bus routes. Call if you have a question about whether or not your home address or a specific destination is in the RideSource ADA Paratransit service area. RideSource ADA Paratransit is only able to provide trips that begin and end within the defined boundary.



2. Eligibility

How do I know if I'm eligible for RideSource ADA Paratransit?

To qualify for RideSource ADA Paratransit, you must meet the conditions established by the Americans with Disabilities Act (ADA).

Eligibility for RideSource ADA Paratransit is based on a person's functional capability, meaning your

ability or inability to use LTD's fixed-route bus service. Eligibility is not based on a specific diagnosis or condition. The eligibility process begins with an in-person interview with a qualified Transportation Coordinator who will ask a series of questions to help determine whether or not you are able to use LTD bus service for some or all of your local trips. You will receive an eligibility determination letter from RideSource ADA Paratransit no later than 21 days after completing the interview and providing all requested information.

If more information is requested and it will take more than 21 days for an eligibility determination to be made, you will be granted "provisional" eligibility for service until a decision is made. This means since it is taking longer to make a decision you can use the service while you wait.

There are different types of eligibility for RideSource ADA Paratransit:

Temporary Eligibility: You may qualify for temporary eligibility if you have a short-term change in functional ability that prevents you from using the regular LTD bus for a limited time period, typically from 3 to 12 months. If you have temporary eligibility, your eligibility letter will include the dates your service begins and ends. You will need to reapply if you still need the service after it expires.

Conditional Eligibility: You may be conditionally eligible if your disability prevents you from using a regular LTD bus under certain conditions. If you have conditional eligibility, you are expected to use a regular LTD bus for all rides that you can reasonably manage. The eligibility letter you receive from RideSource will indicate under what conditions you can use RideSource ADA Paratransit and when you are expected to use LTD's bus service.

Full Eligibility: Under full eligibility, you can use RideSource ADA Paratransit when you need it for any trips within the service area and are within regular operating hours.

How do I apply for RideSource ADA Paratransit?

If you have a disability or condition that prevents you from using the fixed-route LTD buses, please call the RideSource Call Center to request your eligibility assessment at 541-682-5566 or 1-877-800-9899 (voice) or 7-1-1 (TTY) through Oregon Relay. You can call and request an assessment during normal weekday business hours (8:00 am to 5:00 pm.)

Is my eligibility permanent?

Eligibility re-certification is typically required every three years or after an extended absence from the service.

What are my options if I disagree with a decision about my eligibility for RideSource ADA Paratransit?

If you have additional information, a change in circumstances or disagree with the eligibility decision, you have the right to appeal that decision.

To request a review of your eligibility decision, please call RideSource Call Center at 541-682-5566, or 7-1-1(TTY).



How does the appeal process work?

Step 1: Review of a Decision

At your request, staff will conduct a review of your eligibility decision. A manager will review your request and staff will attempt to quickly resolve it. In some cases, you may be asked to be evaluated by a physical therapist or other professional in order to get more detailed information about your abilities.

Step 2: Appealing a Decision

If the manager's review does not resolve your concern, or you want to initiate a formal appeal you may file a written request for appeal within 60 days of receiving an eligibility decision. If appropriate, a Mediator may contact you to arrange a meeting with both you and the Transportation Coordinator to try and find a solution agreeable to the both of you. If no agreement is reached through a management review or mediation, the appeal will be reviewed by the LTD Customer and Specialized Services Manager for a final decision.

How do I use LTD buses?

If it is determined you are able to ride LTD buses for some or all of your trips, there is bus training and support services available. If you have questions about LTD's other accessible services, call 541-682-5555 (voice) or 7-1-1 (TTY-Oregon Relay).

Can I re-apply for RideSource ADA Paratransit if I have been turned down?

Yes, you can re-apply for RideSource ADA Paratransit if your situation changes and you are no longer able to use the LTD bus.

Can out-of-town visitors use RideSource ADA Paratransit?

Visitors from out of town who have been determined eligible under ADA by their local transportation agency or who provide

documentation of a disability that prevents them from using the regular LTD system may use RideSource ADA Paratransit for up to 21 (non-consecutive) days each year (365 day period) without having to go through the full assessment process. If a visitor stays longer than 21 days, an assessment will be required to determine eligibility for additional service.

What if I am traveling out of town?

Carry your RideSource ADA Paratransit eligibility letter with you as proof of eligibility under the Americans with Disabilities Act. Call the paratransit service in the community you are visiting for information on how to use their system. Because services are pre-scheduled and practices vary from service to service, you will need to call ahead to make arrangements.

3. Holiday and Snow Schedule

What holidays does RideSource ADA Paratransit observe?

RideSource ADA Paratransit operates on the same holiday schedule that LTD's fixed-route buses operates. We do not operate on Thanksgiving Day or Christmas Day. The Call Center is also closed during these days.

Does RideSource ADA Paratransit operate during snow and ice?

RideSource ADA Paratransit attempts to be as flexible as possible on snow, ice, and severe weather days. If you do not wish to travel due to extreme weather, please call the RideSource Call Center to cancel your ride. You are encouraged to cancel rides if you feel unsure of your ability to safely get to and from the vehicle. No-shows and late cancellations will not be recorded on extreme weather days, but as a courtesy, please call to cancel your ride.

RideSource ADA Paratransit vehicles may be delayed due to inclement weather. Service may be temporarily suspended due to safety considerations.

RideSource ADA Paratransit will make every effort to accommodate life-sustaining medical trips (such as dialysis, radiation, and chemotherapy) as long as vehicles are allowed on the roads. An extreme weather day is any day on which LTD's scheduled, fixed-route buses are operating on their snow and ice routes. During snow or icy weather, listen to the radio, watch local weather reports, or call the RideSource Call Center at 541-682-5566 (Voice) for updates on service. Updates can also be found on the web at www.LTD.org, or on the LTD Facebook page and Twitter. For fixed route information at LTD, call 541-682-5555 or 7-1-1 (TTY-Oregon Relay).



4. Scheduling a Trip

Are there any special requirements for my wheelchair, scooter, or other assistive equipment?

Before scheduling your first ride, RideSource ADA Paratransit may request additional information regarding your mobility

device in order to ensure we dispatch an appropriate vehicle for your transportation.

Although all RideSource ADA Paratransit buses are equipped with wheelchair lifts, not all mobility devices will fit on every lift. Please ensure that you mention your mobility device when scheduling a trip. To make riding safer, we request that wheelchairs and scooters have functional brakes and foot rests, and that wheelchairs maintain an upright sitting position for transport.

When scheduling a trip, please mention your mobility device and if it is more than 30 inches wide, 48 inches long, or weighs more than 600 pounds when in use.

RideSource ADA paratransit will provide transport for all passengers and mobility devices the vehicle can reasonably accommodate. If you use any assistive equipment that the driver should be familiar with, please inform the RideSource Call Center staff when you schedule your trip so they can make sure drivers are prepared to safely handle your equipment.

How do I schedule my rides?

As an eligible rider, you can schedule a ride by calling the RideSource Call Center at 541-682-5566 any day of the week during regular office hours.

RideSource office hours are generally:

Weekdays	8:00 am – 5:00 pm
Saturday/Sunday	11:00 am – 5:00 pm

Occasionally, RideSource ADA Paratransit is not able to schedule all of the trips requested. If one of your trips cannot be scheduled, you will be notified the evening before your ride; usually by 5:30 pm.

RideSource ADA Paratransit does not provide same day service requests.

RideSource Tip: When requesting a ride, please tell the RideSource customer service representative if you have some flexibility in the time or day of travel. This will help RideSource create a schedule that will meet the needs of as many people as possible.

Have all of your ride information ready before dialing, including:

- Your name, address, and phone number
- The address of where you want to be picked up and where you are going
- Your desired arrival and return times
- If you will be traveling with a personal care attendant or a guest
- Any assistive equipment you may be using

When should I request my return ride?

If you are sure of your exact return time, you should give that time to the RideSource Call Center staff when you request the ride. RideSource ADA Paratransit will pick you up as close to your requested return time as possible. However, the return ride may need to be scheduled up to an hour after your requested time.

If you are not sure of your exact return time, you may request for a ride as a “will-call.” Simply call the RideSource Call Center when you are ready and they will arrange your return ride as soon as possible.

5. Arrivals & Departures

When do I need to be ready?

RideSource ADA Paratransit uses a one-hour window when scheduling your ride. Please plan on being ready one hour before your appointment time. Once the vehicle arrives, the driver can wait only five minutes after the scheduled pick-up time. The driver will not arrive any sooner than five minutes before the scheduled pickup time. Drivers are not able to

return to pick you up if you are not ready when scheduled. After waiting five minutes, your trip will be recorded as a no-show if a RideSource ADA Paratransit vehicle is directed to leave without you.

Will the driver be on time?

RideSource ADA Paratransit drivers make every effort to pick you up and deliver you to your destination on time. Keep in mind that you are sharing your ride with others who may be picked up and delivered along the way before you reach your destination.



Unexpected delays sometimes occur because of traffic, vehicle problems, passenger delays, or weather conditions. You may want to request to arrive at your destination 15 minutes before your appointment to account for unforeseen delays. If RideSource ADA Paratransit is running more than ten minutes

behind your scheduled pick-up time, every effort will be made to contact you. If you are late to a pre-scheduled appointment because of a late RideSource ADA Paratransit vehicle, please call the RideSource Call Center to let staff know.

6. Cancellations & No-Shows

What if I cannot make my scheduled ride?

If you are unable to make your scheduled ride for any reason, please contact the RideSource Call Center as soon as possible. RideSource ADA Paratransit drivers cannot make cancellations or schedule changes for you. If you have an early morning ride

that you need to cancel before office hours, call the RideSource Call Center at 541-682-5566 and leave a message on the machine. This message machine is for ride cancellations only! You may also email your cancellation notice to RideSource@LTD.org

Cancel your ride request as soon as possible. Missed rides that are not canceled at least two hours before the scheduled appointment time will be recorded as no-shows. Passengers who make too many late cancellations may be subject to scheduling restrictions.

What is a no-show?

A “No-Show” is when:

- You fail to cancel your trip at least two hours before your scheduled pick-up time (late cancellation)
- You choose not to take the trip after the bus arrives
- You fail to meet the bus at your designated pick-up location
- You are not ready to go at your scheduled pick-up time and the driver has to leave without you to pick up the next ride on the schedule

What happens if I do not show up for my ride?

You could be suspended from service if you have a pattern or practice of No-Shows. A pattern or practice of No-Shows is when you accumulate three (3) No-Shows in a rolling 30-day period, and your No-Shows as a proportion of total trips during that period is greater than or equal to 6 percent.

Trips that are missed for reasons that are beyond the customer’s control will not be considered No-Shows. This includes missed trips resulting from sudden illness, family or personal emergency, extreme weather conditions, or RideSource error.

If you have a pattern or practice of No-Shows, the following actions will be taken:

- 1st Violation: One-Week Suspension
- 2nd Violation: Two-Week Suspension
- 3rd (and subsequent) Violations: Three-Week Suspension

Suspensions will become effective 21 days following the date of the suspension letter.

RideSource will not cancel any portion of a trip without your authorization.

If you do not show up for the first leg of your scheduled trip, please contact the RideSource Call Center at 541-682-5566 if you will not need a return trip. RideSource staff will not cancel a return trip due to a No-Show.

How Do I Appeal a No-Show?

If you disagree with the classification of a No-Show or your service is suspended due to a series of No-Shows, you can request a review of the decision by calling the RideSource Call Center at 541-682-5566 within 21 calendar days of receiving notice of the suspension.

A RideSource manager will review your file and may talk with you or others to gather additional information. A decision will be made within 14 days based on this review.

If you are still dissatisfied with the review decision, you may appeal by contacting LTD by phone or by sending a written request within 14 calendar days of notification describing why you disagree with the decision.

You can call 541-682-5555 or send your appeal request to:

RideSource Appeals / LTD Accessible Services
P.O. Box 7070, Springfield, OR 97475-0470
RideSource@LTD.org

Ask for the **RideSource ADA Paratransit Appeals** brochure for more information on the appeals process.

7. Personal Care Attendants & Companions

What if I need special assistance when I travel?

Generally, RideSource ADA Paratransit passengers are picked up and dropped off at a nearby curb. Assistance to and from the



door of your destination is offered as needed and when conditions allow. You will need to be accompanied by an assistant if you need personalized assistance while traveling on RideSource ADA Paratransit, or if you need assistance getting around once you arrive at your destination. An assistant is referred to as your “personal care attendant” or simply as your “attendant.” RideSource ADA Paratransit does not provide you with an attendant. Your attendant

does not need to be the same person each time you use RideSource ADA Paratransit.

Personal Care Attendants ride free of charge.

What if my personal care attendant cannot make my scheduled ride?

If your attendant will not be available to ride with you, please avoid a No-Show by either finding a substitute attendant or

by contacting the RideSource Call Center to cancel your ride at least two hours before your scheduled pick-up time. RideSource ADA Paratransit drivers are not able to provide additional assistance if your attendant is not available.

Can a friend or relative travel with me?

Guests may accompany you on a space-available basis. RideSource ADA Paratransit will always make room to take one person along with you, when requested in advance. When requesting your ride you must tell the RideSource Call Center if you plan to travel with a guest(s). Guests pay the regular RideSource ADA Paratransit fare.

Can Children ride on RideSource ADA Paratransit?

Children must be supervised by a responsible adult while riding RideSource ADA Paratransit. You must provide an approved car seat or booster seat for children who cannot be safely secured in a seat belt as according to Oregon State Law. Drivers are not authorized to install car seats and this task must be completed by the responsible party.



8. Fares

How much does it cost to ride?

The cash fare for RideSource ADA Paratransit is \$3.50 per one-way trip. Exact change or a ticket is required. Drivers do not carry change or sell tickets; and are not allowed to search purses, pockets, or backpacks for a rider's fare. You can purchase a book of 10 tickets for \$35.00 at www.LTD.org/shop, the RideSource facility located at 240 Garfield St., or at the Eugene Station. You may also purchase ticket books over the telephone from LTD Customer Service by calling 541-682-5555 using a credit/debit card.

The RideSource Shopper is \$2.00 per round-trip. It saves money to use the Shopper. The Shopper schedule is located as an insert in the back of this Rider's Guide. Please contact the RideSource Call Center to sign up for a Shopper trip.

What are the fares for personal care attendants, guests, and children?

If you require assistance from a personal care attendant to use RideSource ADA Paratransit, that person can ride with you free of charge. Guests (friends, relatives, or companions other than your personal care attendant) pay the same fare as RideSource ADA Paratransit riders. Up to two children age 5 and under may accompany an adult free of charge. All other children pay the same fare as RideSource ADA Paratransit riders.

9. Wheelchairs, Scooters, & Carry-On Items

Will my mobility device fit on the vehicle?

Most but not all scooters or wheelchairs will fit on RideSource ADA Paratransit vehicles.

All RideSource ADA Paratransit buses are equipped with wheelchair lifts. If your mobility device is wider than 34 inches,

please mention at the time of scheduling your ride so that we can best accommodate your mobility device.

RideSource ADA Paratransit vehicles may not be able to accommodate wheelchairs or scooters that are more than 34 inches wide, 48 inches long, or (when in use) weigh more than 600 pounds.

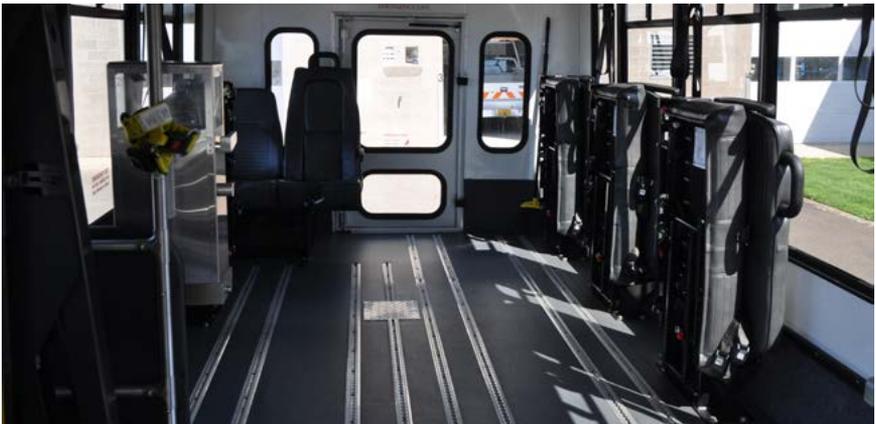
RideSource ADA paratransit will make every reasonable effort to transport all passengers and mobility devices the vehicle can accommodate.

How much can I carry on RideSource ADA Paratransit?

Riders must be able to safely carry all of their belongings and keep them on their person. To determine whether a particular carry-on item will be permitted on the RideSource ADA Paratransit vehicle, call 541-682-5566.

Will RideSource ADA Paratransit take me shopping?

Yes, but you must be able to carry your own purchases. Small tote carts with wheels can be used. If you require additional assistance, you should consider using RideSource Shopper. This is a shopping service, described in the insert in the back of this guide.



What if I mistakenly leave something on a vehicle?

RideSource ADA Paratransit is not responsible for any personal property left on a RideSource ADA Paratransit vehicle. Any items found will be kept for 30 days at the RideSource ADA Paratransit Call Center. Please call the RideSource Call Center at 541-682-5566 as soon as you become aware that an item was left behind. Please be ready to tell the RideSource Customer Service Representative the date and time you were riding. You will be responsible for picking it up at the RideSource Call Center Office located at 240 Garfield St. Eugene, OR 97402.

Can I bring my pet or service animal on RideSource ADA Paratransit?

Animals are generally welcome on RideSource in an approved carrier. Only animals trained to perform a specific task to assist someone with a disability are allowed outside of an approved carrier. Service animals must be under control of their handler at all times. Passengers are responsible for the behavior and cleanliness of their animal.



10. RideSource ADA Paratransit Drivers

RideSource ADA Paratransit drivers are trained in defensive driving, passenger assistance, first aid, and the safe operation of RideSource ADA Paratransit vehicles. Drivers will assist all passengers while getting on and off the bus as needed. Please follow the driver's instructions. RideSource drivers are discouraged from engaging in lengthy conversations while driving. If you have questions during your ride, the driver will gladly help; however, for safety reasons, please keep distractions to a minimum.

Ride Tip: Drivers cannot accept tips but do appreciate comments and letters of praise for good service.

11. Other Passenger Responsibilities

Make sure that the address on your residence is clearly visible from the street, especially after dark. This will help the RideSource ADA Paratransit driver find your residence.



You are responsible for all of your personal belongings, such as medicine, medical records, lunch boxes, groceries, etc. These items must be maintained within your control. Drivers will assist with securement of passengers and mobility devices, but cannot assist with your belongings.

If you move or use a temporary address, please notify the RideSource Call Center of these changes at the time you schedule your ride.

Passengers will be held to a behavioral standard while riding in RideSource ADA Paratransit vehicles. At our discretion, we could deny a passenger their ride due to unruly/disruptive behavior in extreme circumstances. This is a shared ride service. Please respect others on board and their personal space and belongings. For the comfort and health of all riders, personal hygiene should be maintained within acceptable standards.

All passengers must comply with safety rules, which include no smoking, vaping, eating, or drinking on RideSource vehicles. No playing radios or other noise-generating equipment.

The following items are forbidden on RideSource vehicles: firearms and other weapons of any type, hazardous chemicals, flammable liquids, explosives, acid, and any other articles or materials likely to cause harm to others. Any liquid that could



spill or has an offensive odor must be effectively sealed to prevent escape of the odor or spillage of the contents. Oxygen is allowed, but it must be secured to a mobility device or secured in the vehicle.

Passengers who use a mobility device must be secured in the mobility device and have the mobility device secured in the vehicle. Children who are unable to use a regular seat and safety belt must have a child safety or booster seat provided by and secured by a parent or guardian.

Passengers who are unable to use a seat belt must have a seat belt restraint exemption card available to show the driver at the time of transport. An application for exemption is available at the DMV office or by calling ODOT at 503-986-3590. The application requires the verification and signature of a licensed physician. If the passenger does not have a seat belt exemption card, then a seat belt will be required for transport.

If you use any assistive equipment, including, but not limited to, a wheelchair, we request that it be kept in clean and good condition. RideSource ADA Paratransit drivers are responsible for the safety of their passengers. For your safety, please ensure that your mobility device remains in working order. Please ensure that powered devices remain charged.



12. Your Questions & Comments

Where can I get more information?

For more information, call RideSource at:

541-682-5566 (voice)

1-877-800-9899 (voice - toll free)

7-1-1 (TTY-Oregon Relay)

For information on LTD's scheduled, fixed-route bus service, call LTD Customer Service at:

541-682-5555 (voice)

7-1-1 (TTY-Oregon Relay)

Can I get alternative versions of this RideGuide and other written material?

You can request the following alternative versions of most RideSource ADA Paratransit written material by calling the RideSource Call Center at 541-682-5566, or by email at RideSource@LTD.org:

- Large Print
- Audio Recording



What if I have other comments or concerns?

RideSource ADA Paratransit wants to hear your comments and concerns. The RideSource office is the initial contact for all questions, complaints, and comments.

If you feel that you are not getting an issue resolved to your satisfaction through RideSource ADA Paratransit, you may also call LTD's Accessible Services Program at:

541-682-5555 (voice)

7-1-1 (TTY-Oregon Relay)

13. Getting Involved

How can I get involved?

You can get involved by attending or being on the mailing list for LTD's Board of Directors and advisory committee meetings. LTD ensures there are opportunities for older adults and people with disabilities to have input in any substantive issues that impact the community. For more information on getting involved, call Lane Transit District at 541-682-5555 (voice) or 7-1-1 (TTY-Oregon Relay).

Advocacy/Making Decisions

The following are some examples of the many ways that you can be supportive of RideSource ADA Paratransit:

- Attend public hearings regarding transportation services
- Write to elected officials in support of the program
- Talk to family and friends about what the service means to you
- When a driver does a good job, write a note or call the RideSource Program Manager at: 240 Garfield St. Eugene, OR 97402. You may also call at 541-782-5566 or 7-1-1(TTY-Oregon Relay)

- Let us know of any opportunities where we can do better
- Let your driver know that his/her service is appreciated

14. Reasonable Modification

A reasonable modification is a change or exception to a policy, practice, or procedure that allows individuals with disabilities to have equitable access to programs, services, and activities. Upon request, RideSource will make reasonable modifications when necessary to ensure access to transit services for people with disabilities, unless:

- The modification would fundamentally change the nature of the service
- Making the modification would create a direct threat to the health or safety of others; including passengers
- The individual making the request is otherwise unable to fully use the service without the modification
- Making the modification would create an undue financial or administrative burden

More information, including details of the procedures and how to request a reasonable modification form can be found on LTD's website at www.LTD.org, or at LTD's Customer Service Center at the Eugene Station, or by calling LTD at 541-682-5555.

15. Other Transportation Services

Does RideSource ADA Paratransit offer any other services that I could use?

RideSource ADA Paratransit operates other programs that you may be eligible to use. For more information on these

programs and other eligibility requirements, call the RideSource Call Center office.

RideSource Shopper – A shopping service that offers transportation for grocery shopping on a regularly scheduled route. The driver assists with getting groceries on and off the bus. Service is offered in Eugene and Springfield.

What other transportation alternatives are available?

- Lane Transit District’s fixed-route accessible bus service
- Wheelchair-accessible taxi companies
- Private transportation
- Medical non-emergent medical and non-medical transportation and gas-mileage reimbursement
- Ask about LTD’s Travel Training and Transit Host Programs



16. Phone Numbers

To Schedule rides and for general service information, call the RideSource Call Center and Main Office:

- 541-682-5566 (voice)
- 1-877-800-9899 (voice – toll free)
- 7-1-1 (TTY-Oregon Relay) – Persons with hearing and/or speech disabilities

**Other useful information: Lane Transit District (LTD):
Accessible and Customer Services**

- 541-682-5555 (voice)
- 541-682-5558 (fax)
- 7-1-1 (TTY-Oregon Relay)

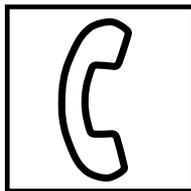
Senior and Disability Services

- 541-682-4038 (voice)
- 541-682-2484 (fax)
- 541-682-4567 (TTY)

Emergency Transportation

- 9-1-1





Copies of this publication are available in large print or audio recording upon request.

For information about all of LTD's Services:

541-682-5555 (voice)

7-1-1 (TTY-Oregon Relay)

LTD@LTD.org (email)

www.LTD.org (internet)



RideSource