

WEST-END WORKFORCE ON-DEMAND RIDE COOPERATIVE MANUAL



Where Life is Sweet

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1. What is the West-End Workforce On-Demand Ride Cooperative (WORC)?

The West-End Workforce On-Demand Ride Cooperative (WORC) is a publicly subsidized ride service for people who need transportation to and from their place of employment.

The WORC charges a fare on a punch card to ride, this is done with a punch-card system. You must get a punch each time you use the WORC system. You can only buy discounted punch cards at Hermiston City Hall at 180 NE 2nd Street. Punch cards are good for ten rides. After the tenth ride, a new punch card must be purchased. Taxi drivers do not have punch cards for purchase. Taxi drivers cannot accept cash for the WORC. If you pay for your ride in cash, you will be charged for the full price of the ride.

WORC provides door-to-door service, but the taxi may make several stops along the way before it arrives at your destination if there are other riders to pick up or drop off.

WORC is not a free transportation service, as payroll taxes currently cover nearly 65% of the cost of the service. Due to limited public resources to help riders enjoy this service at a substantially discounted rate, there are restrictions and rules on utilizing the service. If ridership increases, the cost of each punch card is entitled to change. These restrictions and rules are in place to help maintain and provide this service to the greatest number of users.

The prices currently paid by customers are incentive prices for system start-up to encourage riders and employers to become familiar with the system. It is the intention of the City of Hermiston to keep prices at this incentive-level until ridership, or costs, make it necessary to increase. Once the system-wide cost paid to the Taxi Provider for providing the WORC program hits at least \$10,000 per month for three consecutive months, then prices paid by riders shall be re-evaluated and raised by the City Council. The system is paid for entirely by a combination of Rider Revenue, and State-Shared Payroll Taxes. The City of Hermiston has no intention of contributing any additional local subsidy to this program to hold down rider-costs.

2. Eligibility Process

Your eligibility is based on the information provided in your WORC application and any information gathered through the eligibility process. Rides are only eligible if the pick up or drop off location is your place of employment. To be eligible, you must provide either a paystub or a notice from your employer to Hermiston City Hall.

You can begin requesting WORC trips as soon as you are notified of your eligibility to ride the WORC system, and have purchased a punch card.

WORC is not an ambulance service and will not provide emergency transportation services. WORC is only for rides to/from employment destinations.

Employers are able to purchase Taxi Punch Cards for their employees if they so choose to. The business name printed on the punch card must match the place of employment. If the employee wants additional Taxi Punch cards, they must apply for the WORC program through Hermiston City Hall before purchasing punch cards. Newly employed persons can begin purchasing Taxi Punch cards once they have a paystub or a written statement from their employer.

3. Operating Hours & Areas

The WORC service is available when the taxi provider is operating, which is 18 hours a day, seven days a week, unless otherwise stated by the taxi provider.

Areas of service are based off of the punch card purchased. The table under “Cost of Service” depicts the available punch cards by service area.

Be aware that there are many areas that have a Hermiston zip code and address that are outside of the Hermiston city limits. A current map of the city limits is available here:

<http://hermiston.maps.arcgis.com/apps/Viewer/index.html?appid=beb8fabe0e024d24bff2ec19f2e7dfb6>

4. Cost of Service

The cost to the rider depends on the punch card type, and price is determined by your purchased punch card’s area of service. Regardless of punch card type, you pay a discounted rate. This is not the full cost to provide the service. Most of the cost of the ride is covered by payroll taxes. Which is why taxi drivers cannot accept cash, or any form of payment other than a ticket, to provide a WORC ride. If you pay in cash, you will be charged for the full cost of the ride.

Taxi Punch Card Prices

Start or End	Start or End	Price (for 10 1-Way Trips)
Hermiston City Limits	Hermiston City Limits	\$30.00
Hermiston Zip Code	Hermiston Zip Code	\$32.50
Hermiston City Limits	Umatilla or Stanfield Zip Code	\$57.50
Hermiston Zip Code or Umatilla Zip Code or Stanfield Zip Code	Hermiston Zip Code or Umatilla Zip Code or Stanfield Zip Code	\$90.00

5. Ticket Usage & Fare Information

You must pay with your punch card each time you enter a WORC Taxi. Round trip fare payments are not accepted in advance. Either your pick-up or drop-off location must be your place of work stated on the punch card.

BE PREPARED TO PAY WITH A PUNCH CARD before scheduling your trip. Operators DO NOT sell punch cards.

Each person riding in a taxi is required to pay in one form or another. Because WORC is only for trips to or from work, additional passengers are not eligible for subsidized rides.

If you require a Personal Care Assistant (PCA) to travel with you, then you must pay with two punches on the punch card (one for you, and one for your PCA). Only one PCA is eligible for WORC rides, and the ride must be to your place of employment.

If you require a wheelchair accessible vehicle, then you must pay with two punches. To ensure that you can receive a wheelchair accessible ride, schedule your ride 24-48 hours before your trip.

Taxi Punch Cards may be purchased at Hermiston City Hall, at 180 NE 2nd Street.

Taxi Punch Cards shall be treated like cash. They cannot be refunded or replaced by City Hall or the taxi provider. Punch cards can be transferred to another person, as long as that person is employed by the same employer listed on the punch card. After the first transfer, the new punch card user must apply for WORC at Hermiston City Hall.

6. Personal Care Attendants

A personal care attendant (PCA) is someone who travels with you to provide any assistance you need. Your personal care attendant must board and de-board at the same location as you. Please note that WORC does not provide personal care attendants and the taxi driver cannot serve as your personal attendant. Only one PCA is eligible, and the destination must be your place of employment.

You must pay with two punches for each one-way trip when you bring a PCA.

Because there may be other riders in the taxi, operators need to stay within sight of the taxi and cannot escort you to a place where they cannot see their vehicle. If you need assistance from the taxi to your destination, and your destination is not within sight of the taxi, or is more than 10 yards away from the taxi, you will need to be accompanied by a personal care attendant to assist you to your destination.

You will need to inform the customer service representative each time you make a reservation that you will be accompanied by a PCA. This ensures there will be room in the taxi for both of you.

7. Guests

Guests are not allowed on WORC vehicles.

8. Service Animals and Pets

Service animals are welcome aboard WORC vehicles. A service animal is any guide dog, or other animal trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance. To travel on a WORC vehicle, a service animal must:

- Be on a leash or in a container, be under its person's control and behave appropriately
- Remain at its person's feet or on their lap, but may not sit on a vehicle seat
- Birds, reptiles, amphibians and rodents must be kept within an enclosed carrier or container
- Not show aggressive tendencies towards people or other animals

Under control and well behaved are the defining characteristics. The care and supervision of a service animal is solely the responsibility of its owner. In addition, customers traveling with animals are subject to the same general rules that apply to all passengers; i.e., any damage or soiling caused by the animal is the responsibility of the customer. If an animal is not under control or if its behavior is disruptive or menacing, the WORC

operator can refuse service or ask the person and animal to exit the vehicle. Service animals must be kept under physical restraint by the owner at all times. Service animals that are disruptive, threatening or intimidating will be handled on a case-by-case discipline process.

Pets are not allowed on WORC vehicles.

9. Inclement Weather

Service will be limited and possibly cancelled when adverse weather creates hazardous conditions for our passengers or when the taxi is unable to reach your residence or destination.

Every effort will be made to deliver work trips for key personnel, as long as vehicles are able to reach your residence or destination.

Sidewalks, driveways, and ramps must be cleared so operators can safely assist passengers using wheelchairs or those who require door-to-door assistance.

Service will be limited wherever adverse weather creates conditions hazardous for passengers, employees and vehicles. Make sure to coordinate alternative transportation to your place of work if you suspect there will be inclement weather.

10. Lost and Found

You are responsible to keep track of all of your personal belongings while riding a WORC taxi, and you must take all of your belongings with you every time that you leave the taxi. If a personal item is found in a WORC taxi, it will be held until the end of the taxi driver's shift. Drivers will not make a special trip to return your items. The taxi company will hold your item for up to seven days from the time that it is found. If you have not retrieved your item within seven days, it may be disposed of. To find out if your item has been found in a taxi, call the taxi company.

11. Your Comments Are Welcome

Whenever you have comments about the WORC service, we want to hear from you. All complaints, recommendations and suggestions are welcome. Before filing a complaint, please thoroughly review this policy manual to understand the requirements expected of you, as well as the service provider.

To file a formal complaint about the WORC service, you must submit a written complaint on a form provided at Hermiston City Hall. The following specific details help for a more thorough investigation of your complaints:

- Date and time of the incident
- Operator's name or description
- A detailed explanation of the incident or suggestion
- Rider's name and telephone number

12. Requesting Rides

You can begin requesting WORC trips as soon as you are notified of your eligibility to ride, and you have purchased a punch card.

You must call the taxi provider to request a ride. In order to guarantee a ride's timeliness, schedule your ride at least 24 hours in advance. Be prepared to be to work early, it is recommended that you schedule your pick-up time 30 minutes before your required arrival time. This is to account for any additional traffic, inclement weather, or other unpredictable circumstances.

There are no standing rides. You must call the taxi provider each day to schedule your ride.

The dispatchers try to keep the phone lines open for other riders as much as possible, so please be prepared to quickly give your request to the dispatcher. If the phone line is busy, simply wait for a few minutes and try again.

Rides can be scheduled by calling Hermiston Taxi at: (541) 567-6055. To reach the dispatcher's 24 hour voicemail line, call: 541-701-0606.

Taxi drivers may arrive within 5 minutes of your scheduled pick-up time, either early, or late. You must board within 1 minute of the taxi arriving at your location, so be prepared in case the taxi arrives early.

There are many other users who use the WORC, and often many of the riders want to get a ride at the same time. All requests are filled on a first-come-first-served basis. Sometimes multiple riders will request to go to the same location at the same time; therefore, the taxi may pick you both up at the same time. There is no guarantee of how quickly a taxi will arrive to pick you up. To expedite your call, please have available when you call:

- Pencil and paper
- Your name
- Your complete pick-up address, including apartment and/or building name or number
- Exact address of place of work
- Time(s) and date(s) you would like to travel
- The time of your work shift
- Whether an attendant will be riding with you
- Whether a service animal will accompany you
- Whether you will be using an aid (i.e., wheelchair, walker, oxygen)
- All the above information for your return trip

13. Tips for Requesting Trips

WORC provides 60-80 trips each day. Although we make every effort to accommodate your request, it may not always be possible to travel at the times you want. These tips will help us provide you the best possible service.

- Call and schedule your ride 24 hours in advance in order to be guaranteed a ride. You can leave a voicemail for the dispatcher at: 541-701-0606.
- Whenever possible, be flexible about the times you travel. We might ask that you move your time earlier than the time you request in order to combine trips to the same location.
- It is recommended that you schedule your pick-up time for 30 minutes before your required arrival time. Be prepared to arrive at work in advance.

- If you schedule your return trip in advance, you will be held to that time the same as any other scheduled pickup time. So, allow yourself plenty of time, because missing your scheduled pickup time will count as a “no-show” and can lead to suspension from the program.
- Make sure you have at least two Taxi Punch Card punches (one each for the outbound, and return trip). Operators cannot accept any payment other than Taxi Punch cards, unless you pay the full cost of a regular taxi ride. Operators also cannot give rides “on credit”.
- Dress appropriately for the weather in case you need to wait outside.
- Reservations can be made through the taxi provider for daily wheelchair use.

14. What the Taxi Drivers Can and Can't do

Operators cannot accept cash, check, or any payment other than a Taxi Punch Card for a WORC ride. If you don't have a punch card (with an available punch), you will have to pay for the full cost of the taxi ride.

Operators will not page passengers at facilities with common lobbies or main entrances. Passengers, personal care attendants, or facility personnel will assume responsibility for getting passengers to and from common lobby areas or main entrances of buildings. Operators cannot serve as your personal care attendant.

Operators cannot leave sight of their taxi, or go more than 10 yards from their taxi.

Operators may arrive up to 5 minutes early or late. Once operators arrive at your destination, they cannot wait longer than 1 minute.

15. No Shows

A “No-Show” is when a vehicle arrives at a pick-up location within five (5) minutes of the scheduled pickup time, and the passenger has not boarded after one (1) minute. A No-Show is a waste of a trip that another person could have used had the trip been canceled with sufficient notice. The taxi may leave after waiting for one minute.

In order to cancel a trip without a No-show penalty, you must cancel the trip at least 15 minutes before you were scheduled to be picked up.

A customer will receive a verbal warning the next time that they call for a trip that they caused a No-Show. A customer who receives two (2) No-Shows in any 12-month period will be given a hand-written warning upon their next ride. Three (3) No-Shows in a 12-month period will result in a one-week suspension of service. Four (4) No-Shows in a 12-month period may result in a two-week suspension of service. Five (5) No-Shows in a 12-month period may result in another two-week suspension of service. And six (6) No-Shows in a 12-month period may result in a one-month suspension of service.

16. Customer Responsibilities

It is WORC's policy and responsibility to ensure safe and timely transportation for all WORC customers. You have a responsibility to use the system appropriately for the benefit of your fellow customers. When one customer disrupts service due to inappropriate use or unrealistic expectations, service to others is affected. You are expected to follow the guidelines to ensure that everyone, including yourself, has the safest and most convenient ride possible. The following is a partial list of the more significant customer responsibilities. WORC reserves the right to deny service to customers who do not comply with their responsibilities.

- If you make several trip requests for the same day, they must be scheduled individually. Operators are not permitted to wait.
- Operators will refuse WORC punch cards if the pick-up *or* drop-of location is not the place of employment stated on the Taxi Punch Card.
- Treat Taxi Punch Cards as if they are cash. In addition, expect to have "change" from your payment. If you have punches remaining on your card, it is your responsibility to ensure that you get your punch card back from the operator. Lost or stolen punch cards cannot be replaced.
- It is your responsibility to bring along a personal care attendant (PCA) if you need one. See Section 6 for additional information about PCA's. Attendants who ride with you must be picked up and dropped off with you at the same location. You will need an attendant if:
 - You are using a wheelchair and must travel up or down more than one step.
 - You are traveling on rough terrain, uneven surfaces, steep slopes or any other conditions that, in the operator's judgment, present a safety hazard
 - You are unable to travel independently or need more than the door-to-door assistance provided by WORC vehicle operators (e.g., you are unable to be left alone or fully operate your own equipment)
- If you are boarding or de-boarding at a large building or shopping mall, a designated outside entrance will be used. You will be dropped off and picked up at the same entrance. Please watch for the WORC taxi and try to make it easy for the operator to find you.
- You are responsible for all personal belongings brought onto the taxi. You must also take everything each time you leave. Anything left behind will be turned in to Lost and Found.
- Operators and dispatchers will not engage in unnecessary conversation with you. If you have questions while you are in the taxi, the operator or dispatcher will gladly help. However, distractions must be kept to a minimum for safety reasons.
- Operators will not approach a house where there is a risk of encountering an unfriendly animal. When the operator arrives, make sure your pet is contained or on a leash.
- All customers are expected to use appropriate social behavior while riding on WORC, and when interacting with other customers or WORC employees. Fighting, throwing objects, pushing, shouting, spitting, rough behavior, unwarranted touching (example: attempting to hug an operator), and vulgar language are all prohibited. WORC reserves the right to suspend or terminate riding privileges of passengers who threaten the health and/or safety of our customers or the operator. If a passenger

engages in such improper conduct, the operator will stop the vehicle and a supervisor and/or police will be called.

- For the comfort and health of all customers, personal hygiene should be maintained within acceptable standards. Persons with communicable diseases will be refused service until well.
- All customers must comply with safety rules, which include not smoking, eating or drinking in WORC taxis, and not playing radios or other noise generating equipment. Firearms or weapons of any type, hazardous chemicals, flammable liquids, explosives, acid, or any other articles or materials likely to cause harm to others are also prohibited. Any article that could spill or has an offensive odor must be effectively sealed to prevent odor from escaping, or the contents from spilling.
- WORC operators are responsible for the safety of their passengers. If you use a mobility aid or wheelchair, it is your responsibility to keep it in good working condition. If an operator believes that you cannot be safely assisted to or from the vehicle, you will be refused transportation and a supervisor will be sent to investigate the problem.
- Your wheelchair may be considered unsafe if the wheels or other parts are loose, if any parts of the wheelchair are broken, or if an electric wheelchair has a dead battery and cannot be moved without unsafe effort by the operator. WORC staff will work with you to try to resolve any problem, but if no solution can be found, service may be denied until you have taken care of the equipment problem.
- IF YOUR PLACE OF EMPLOYMENT CHANGES, you are responsible for purchasing a new punch card with your new employment address from Hermiston City Hall. Punch cards with old employment addresses cannot be reimbursed or altered.
- You are responsible for calling the taxi company to cancel any previously scheduled rides.

17. Suspension Policy

WORC providers will make every reasonable effort to accommodate various needs. There are situations, however, that jeopardize the quality of WORC transportation. Repeated abuse of the service may result in denial of service under the following circumstances:

- Physical or verbal abuse toward WORC employees, customers or equipment
- Excessive Late Cancellations or No-Shows as outlined in our Cancellation & No-Show Policy
- Continued violation of any WORC policies contained in this manual

Before service is suspended or denied, we will take the following steps:

1. Incidents will be fully documented
2. WORC staff will communicate with the individual and his/her representative, explaining the infractions and requesting corrective action. The individual will have the opportunity to respond.
3. The WORC operator's staff will mail written confirmation of any conversation and the agreed-upon points. Depending upon the severity of the issue, this may include immediate suspension. This confirmation will be sent via registered mail, with a copy sent to the City of Hermiston.
4. Suspension for violation of the No-Show policy will follow the steps outlined in Section 15.

5. All suspensions of service may be appealed by filing a written request at Hermiston City Hall.

You may appeal suspensions of service. To formally appeal your suspension, you must fill out an appeal form that is available at Hermiston City Hall, 180 NE 2nd St., Hermiston, OR 97838.

The City of Hermiston may make changes to the WORC Program as it sees fit. This includes (but is not limited to) punch card prices and service area changes.