



BASIN LIFT RIDERS GUIDE

541-883-2877

WWW.basintransit.com

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Basin Lift Overview

What is Basin Lift?

Basin Lift is a shared-ride, origin-to-destination, wheelchair-accessible transportation service for people whose disabilities prevent them from using Basin Transit Service Transportation District (BTS) fixed-route buses. Referred to as a “paratransit” or Basin Lift, the response service picks up riders from their origin and delivers them to their destination.

Who Provides Basin Lift Service?

Basin Transit Services Transportation District has administrative and operational oversight of Basin Lift.

Is my driver qualified?

The State of Oregon DMV properly licenses all Basin Lift drivers upon completion of training and testing. They must pass criminal history and Department of Motor Vehicle (DMV) driving record background checks, are subject to random drug testing, and receive driving, passenger rights, and other training to render services effectively and safely.

How do I apply for Basin Lift?

You can download an application from our website, <http://www.basintransit.com>, or call the Basin Lift Call Center to request an application at 541-883-2877. Verification by a qualified medical provider of your disability is required on the last page of the application if you are under sixty-five (65). You may also be asked to participate in an in-person or an over-the-phone interview to further understand and assess your needs.

What are my rights under the ADA?

The Americans with Disabilities Act (ADA) Civil Rights Law requires public transportation to be accessible to persons with disabilities. ADA also recognizes that people who have disabilities may not be able to use fixed route bus services safely and self-sufficiently, even if buses have wheelchair accommodation.

ADA provides the right public transportation services comparable to the fixed route bus service. BTS operates paratransit services during the same days of the week, hours, and servicing areas as the fixed-route bus service.

The ADA Policy provides people with the right to appeal an eligibility determination or decision to end or restrict your service privileges.

For a copy of ADA regulations governing public transportation services, visit the ADA home page on-line at <http://www.ADA.gov> at 800-514-0301 (voice) at 800-514-0383 (TTY) or contact Basin Lift at 541-883-2877. For people with hearing or speech difficulties, call the Oregon Telecommunications Relay Service at 7-1-1.

What if I feel my ADA rights have been violated?

BTS is highly committed to providing the best ADA paratransit service possible and will actively try to resolve any complaints of non-compliance immediately. If you feel your rights have been violated, you are encouraged to try and resolve the issue at the local level before contacting the Federal Transit Administration.

The Federal Transit Administration considers an ADA violation to be a consistent operational practice that would discourage a person from using the provided paratransit service, or an operational practice that artificially limits the demand for service.

If you consider that Basin Lift is in violation of the American with Disabilities Act (ADA) and all regular channels for complaints have been exhausted, and the practice still exists, call the Federal Transit Administration (FTA) Civil Rights Office in Seattle, WA at 206-220-7654 Monday through Friday 8:30 a.m. – 5:00 p.m.

How can I obtain a copy of the Americans with Disabilities Act (ADA)?

For a copy of ADA regulations governing public transportation services please visit the ADA Home Page on-line at: [ADA.gov](http://www.ADA.gov) or you can call (voice) 800-514-0301 or (TTY) 800-514-0383. For people with hearing or speech difficulties, call the Oregon Relay Service at 7-1-1.

What is Basin Transit Service Policy and Procedure?

BTS has established policies and procedures for the use of the facilities, including but not limited to BTS public transportation services, stations, and vehicles.

What safety rules should I be aware of?

All passengers must comply with safety rules including:

- No smoking
- No eating
- No drinking

- No radio playing or other noise-generation equipment.

All passengers must wear seat belts. Passengers in wheelchairs or scooters must be secured in their mobility devices, and the devices must be secured to the floor.

What if I am unable to use a seat belt?

Passengers who are unable to use a seat belt must have a Department of Motor Vehicles (DMV) seat belt exemption card with them while traveling. Clients without an exemption card are required by law to wear a seat belt. Clients refusing to wear a seat belt without an exemption card will be denied transportation.

Special rules concerning rider behavior.

All passengers are expected to exhibit appropriate behavior while riding in Basin Lift vehicles and interacting with other passengers or BTS employees. The following behaviors will not be tolerated:

- Fighting
- Throwing objects
- Pushing
- Shouting
- Spitting
- Rough and /or disruptive behavior
- Vulgar language

Forbidden objects on Basin Lift vehicles

The following objects are not allowed on any Basin Lift vehicle at any time:

- Firearms and other weapons of any type
- Hazardous chemicals
- Flammable liquids
- Explosives
- Acid
- Any liquid that could spill
- Any other articles or materials that may cause harm to others or damage to vehicles.

No person shall bring food or beverages aboard in open containers and no one shall consume food or beverage while on riding BTS vehicles.

Disposable paper cups and plastic cups with snap-on lids are not considered closed containers.

What happens if I do not follow the policy?

All passengers are subject to Basin Lift Service Transportation District's policy. Violation of the listed policy could result in exclusion (suspension) from service. All service exclusions are eligible for appeal. You may request a review of the exclusion by calling Basin Lift Call Center. Basin Transit will conduct an independent review of the decision. If you are not satisfied with the outcome of the review, you may initiate an appeal. Please see the appeal instructions on page 9.

What if I have other comments or concerns?

Contact the Basin Lift Call Center at 541-883-2877 to provide comments or concerns. Dispatchers will answer questions and document your complaints, compliments, and comments. The information provided is reviewed by Basin Transit Transportation Service District Management.

Eligibility

How do I know if I am eligible for Basin Lift?

If you believe a disability prevents you from using the fixed-route bus service, you may be eligible for Basin Lift. You must complete and submit a Basin Lift eligibility application and be determined eligible. All people sixty-five (65) years old and older are automatically qualified to use the Basin Lift.

Individuals who refuse to provide information about the disability that prevents fixed route use or are unwilling to participate in a professional evaluation or in-person assessment by our staff may be subject to eligibility denial.

You will receive an eligibility letter no later than twenty-one (21) days after receiving receipt of your completed application indicating the category of your eligibility.

A certification decision will be made within 21 days from the date of the application received. When approved you can begin your Basin Lift services.

An incomplete application will be returned to the applicant one (1) time. If it is submitted a second time and is still incomplete it will be held for 60 days by our accessible transportation department before being destroyed. applications must be processed within 21 calendar days. If your properly completed and submitted application is not processed within 21 days, you will be granted presumptive eligibility for service until your application is processed.

Eligibility Categories

Temporary Eligibility

You may qualify for temporary eligibility if you have a short-term injury or illness which prevents you from using the fixed-route bus service for a limited time period—usually from one (1) to twelve (12) months. If you qualify for temporary eligibility, your eligibility letter will indicate the date your eligibility will expire.

Service to Visitors

ADA complementary paratransit service must be made available to visitors on the same basis as it is provided to eligible riders. “On the same basis” means under all the same conditions, service criteria, etc., without distinction. For the period of a visit [and at least 21 days in any 365 day period, per [49 CFR Section 37.127\(e\)](#)], the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

Visitors can provide documentation in one of two ways. The first is to present documentation from their “home” jurisdiction's paratransit system. The local provider will give “full faith and credit” to the visitor’s ID card or other documentation from the other entity. If the individual has no such documentation, the local provider may require the provision of proof of visitor status (i.e., proof of residence somewhere else) and, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is presented and is satisfactory, the local provider will make service available on the basis of the individual's statement that they are unable to use the fixed route transit system.

Transit agencies must accept this documentation directly from the individual and not require that the documentation be provided directly by the individual’s home transit agency.

If the disability is apparent (e.g., a person using a wheelchair), no additional documentation will be required.

Conditional Eligibility (ADA Category 3)

You may be conditionally eligible if your disability prevents you from using the fixed-route bus service under certain conditions. If you are conditionally eligible, you will be expected to use the fixed-route bus service for all rides that are manageable. Based on your eligibility, your letter will indicate under what conditions you may use Basin Lift and when you are expected to use a fixed-route bus service.

Full Eligibility (ADA Category 1)

You may be fully eligible if your disability prevents you from using the fixed-route bus service under any condition. Applicants who qualify for full eligibility will not be expected to use fixed-route bus service under any condition.

Can I change my eligibility category?

You may apply for a different eligibility category if you experience a change in your disability that impacts your ability to use fixed-route bus service. A change in eligibility requires professional verification and is subject to the twenty-one (21) day processing period.

Is my eligibility permanent?

Basin Lift customers are required to reapply every three (3) years prior to your eligibility expiration date. If you are still using the service and would like to reapply, contact the call center and a new application will be mailed to you. You will need to complete and submit the new application, including the professional verification section, to renew your eligibility for Basin Lift services. Basin Lift customers sixty-five (65) and over are not required to re-apply for certification.

What are my options if I am denied or disagree with my eligibility category?

If you disagree with an eligibility decision made by Basin Lift, you have the right to appeal the decision by contacting us.

Decision Review

BTS will conduct an independent review of the eligibility determination upon applicant's request. If required, management will review your file and gather additional information. You have the option to appeal the decision twice only if you do not agree with the determination of eligibility.

Appealing Decisions

Step 1. To request an appeal for the denial, you need to submit a letter in writing to (BTS) on the conditions of eligibility disagreements. Your request must be made in writing within sixty (60) days of the decision.

Step 2. Appeal requests are sent to the General Manager for review.

Step 3. The BTS General Manager will set a date, time, and location for the appeal hearing. If you are so inclined, you may have someone accompany you to the appeals hearing.

Step 4. The General Manager will issue a final determination and notify you in writing within thirty (30) days. If, after thirty (30) days, the General Manager is unable to make a final determination regarding your application, you will be given temporary eligibility until a final determination is made.

Can I re-apply for Basin Lift?

If you have been denied Basin Lift services previously, you may re-apply if your situation has changed and you think that you may now be eligible.

Can out-of-town visitors use Basin Lift?

Visitors from out of town, who are ADA eligible for paratransit transportation services or who provide documentation of a disability that prevents them from using the fixed-route bus services, may use Basin Lift for up to twenty-one (21) days without completing the application process. If a visitor stays for more than twenty-one (21) days, the rider must submit a Basin Lift application.

Basic Service Parameters

When can I use Basin Lift?

Basin Lift service is available Monday through Friday.

Service begins at 8:00 a.m. and the last pick up is 4:30 p.m.

Where can I use Basin Lift?

Basin Lift services the same District boundaries as BTS fixed route. Basin Lift provides transportation anywhere within a 3/4th of a mile radius on either side of the BTS fixed route bus stops. Our service area is determined by the City of Klamath Falls growth boundaries. Contact us if you have any questions about Basin Lift service areas.

What if I live outside of the Basin Lift service area?

If you live outside of the service area, you may still qualify for Basin Lift services but will need to independently coordinate entering the Basin Lift's service area to be transported.

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

In accordance with the Americans with Disabilities Act (ADA) and U.S. Department of Transportation regulations, Basin Transit Service will transport any mobility device and its user, provided the device can be safely boarded and secured using the equipment available on the assigned vehicle.

- Basin Transit Service does not impose fixed size or weight limits. Instead, accommodation depends on the manufacturer's design limits of each lift or ramp and the available securement space inside the vehicle.
- Mobility devices will be transported as long as they can be boarded and secured without creating an unsafe condition or exceeding the equipment's rated capacity.
- Because Basin Transit Service operates a mixed fleet with varying vehicle and lift capacities, some mobility devices may not fit on all vehicles. In such cases, staff will make every reasonable effort to assign a vehicle that can safely accommodate the device.
- Riders are encouraged to share information about the dimensions and weight of their mobility device (including user) when scheduling trips to help ensure the most appropriate vehicle is assigned.
- Reasonable Modification: Riders may request reasonable modifications to policies or practices to ensure equal access to service. Requests will be considered individually and granted unless they create a direct threat to safety, fundamentally alter the service, or are not operationally feasible.

Although Basin Lift vehicles are equipped with wheelchair lifts, not all scooters or wheelchairs will fit. If you have a larger scooter or wheelchair, call the Basin Lift at

541-883-2877 and press option 2 to schedule an evaluation before making your first ride request.

If you use any assistive equipment that the driver should be familiar with, please inform the Basin Lift Call Center when booking your ride.

What do I need to know about my assistive equipment?

Please make sure that your assistive equipment, including controls, is in good working condition and is fully charged.

If you use assistive equipment, like a wheelchair or scooter, we encourage you to keep it in good working condition, so your trips are as safe and smooth as possible.

Drivers are responsible for passenger safety and for securing mobility devices. If your wheelchair or other equipment is broken in a way that makes it unsafe to secure or transport (for example, unstable wheels, missing parts, or damage that affects safety), the driver may not be able to complete the trip until it is safe.

What if I need assistance when I travel?

Drivers may offer a steady arm or push manual wheelchairs from the entrance of your pick-up address to the vehicle or assist with carrying allowable items. Drivers will offer the same level of assistance from the vehicle to the entrance of your destination upon request.

Drivers cannot assist you up or down stairs or through the door (past threshold). You will need to be accompanied by a personal care attendant (PCA) if you need personalized assistance while traveling on Basin Lift or if you need assistance when you arrive at your destination. Basin Lift cannot supply you with PCA.

What is the origin-to-destination service?

Code of Federal Regulations (CFR) Under Section 37.129, transit providers are required to provide complementary paratransit service that is “origin-to-destination.” Transit providers can establish whether door-to-door or curb-to-curb service will be provided as the basic mode of paratransit service. If a transit agency establishes curb-to-curb as its base level of paratransit service, there may be times when the agency must offer services beyond this base level due to a passenger’s disability. U.S. DOT, in its **Origin-to-Destination Service Disability Law Guidance** document, gives the following examples of when “origin-to-destination” service might be necessary:

- The nature of a particular individual's disability or adverse weather conditions may prevent them from negotiating the distance from the door of their home to the curb.
- A physical barrier (e.g., sidewalk construction) may prevent a passenger from traveling between the curb and the door of their destination.

In such cases, the driver will need to provide assistance to the individual from the outside door of the residence to the vehicle. Providing this level of service may require more time from the driver than on a base-level service stop, leading U.S. DOT to deem reasonable that transit providers ask for advance notice from any passenger in need of this assistance when the reason for the additional assistance is known in advance of the trip. U.S. DOT also recognizes that there are certain limits to this assistance that a transit agency can establish to ensure safety for the driver and other riders. For example, the policy might state that the driver will provide beyond-the-curb assistance if they can maintain sight of the vehicle, or the driver will provide assistance from the vehicle's door to your door.

To read more, please see U.S. DOT's full Origin-to-Destination guidance document.

Personal Care Attendants and Companions

What is a personal care attendant?

A personal care attendant (PCA) is a designated individual by the rider specifically tasked to help people living with physical or mental disabilities perform day-to-day activities and lead normal lives. Basin Lift will provide space for the vehicle for you and your PCA. Your PCA may accompany you while using the Basin Lift service if needed. Please notify Basin Lift call center if your PCA uses any assistive equipment. Acting PCA's ride free of charge.

If you have a PCA, it should be noted on your Basin Lift identification card. If you need to ride with a PCA and it is not noted on your identification card, please call Basin Lift Call Center at 541-883-2877 and press option 2 so that your identification may be updated.

Can a friend or relative ride with me?

You may have up to one guest (in addition to a personal care attendant (PCA); a PCA is not considered a guest) accompanying you. Additional guests may accompany you on a space-available basis. The fee is \$1.50 per guest. When requesting your ride, you must notify the Basin Lift Call Center if you plan to travel with a guest or guests, and if your guest (s) use any assistive equipment.

Can Children ride on Basin Lift?

Children under the age of twelve (12) must always be supervised by a responsible adult while riding Basin Lift. You must provide an approved child safety seat for children who cannot be safely secured in a seat belt.

- Child passengers must be restrained in approved child safety seats until they weigh forty (40) pounds.
- Infants must ride the rear facing until they reach both one (1) year of age and twenty (20) pounds.
- Children over forty pounds must use boosters to 4'9" tall unless they have reached age eight (8).
- Children under the age of seventeen (17) may ride free with a fare-paying adult, limit three (3) children.
- Children over the age of seventeen (17) accompanying you will be considered as guests.

Can I ride with a service animal?

You may be asked if your animal is a service animal and what service it has been trained to perform. Service animals are defined as animals trained to perform a task related to a disability. You may be asked to remove your animal from the vehicle if it is unable to remain under your full control or display aggressive or disruptive behaviors towards others.

Can a non-service animal ride with me?

A non-service animal may accompany you on a Basin Lift vehicle if the animal is safely secured in a safe appropriate kennel or cage and transporting the animal in this manner does not violate any other Basin Lift rules, including the space allowance limitation rule for carry-on items (2'x 2' x 3' cube).

Groceries and Other Take-along Items

How many take-along items are allowed on the vehicle?

Passengers are allowed to take up to four (4) standard-sized grocery bags, or other items which take up an equivalent total carry-on space per passenger of (2' x2'x3'). A collapsible grocery cart is also acceptable.

What is the maximum allowable weight for take-along items?

Each item must not weigh more than twenty-five (25) pounds.

Who is responsible for my take-along items?

You or your PCA are responsible for all your personal belongings, such as medicine, medical records, etc. These items are not the driver's responsibility.

Can the driver help me with my take-along items?

Drivers will assist you in loading and unloading your items from and to the door if requested within the approved, volume, and weight limits.

Please request this additional assistance when you call in your ride request.

Other Passenger Responsibilities

How will the driver find my home?

Make sure that the address of your residence is clearly visible from the street, especially after dark, to enable the Basin Lift driver to quickly find your residence. Please be sure to give any special directions to the Basin Lift Call Center when you schedule your ride.

What if I move?

If you move, or are using a temporary address, please notify the Basin Lift Call Center as soon as possible.

How should I interact with the driver?

Please cooperate with Basin Lift drivers and follow their instructions. Basin Lift drivers are not allowed to engage in unnecessary conversation with passengers. The driver may answer your questions about the service. However, for safety reasons, distractions must be kept to a minimum.

Fares and Basin Lift ID

How much does it cost to ride?

The standard cash fare is \$1.50 per one-way trip.

You must have the exact fare cost. Drivers do not carry change.

Also, drivers are not permitted to search purses, pockets, or backpacks for rider's fare. If you do not have the fare ready when the Basin Lift vehicle arrives to pick you up, you may be refused transportation.

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

If you require assistance from a personal care attendant (PCA), and that provision is indicated on your Basin Lift ID card, your PCA may ride with you free of charge. If you require assistance from a PCA and do not have a PCA provision indicated on your Basin Lift ID card, please call the Basin Lift Call Center at 541-883-2877. Guests (person, other than your PCA, accompanying you) pay the same fare as Basin Lift riders, \$1.50 per one-way trip. Children seventeen (17) or under may ride free with a fare-paying adult, limit three (3) children.

Should I tip my driver?

Basin Lift drivers are not allowed to accept tips.

What is a Basin Lift Pass?

The Basin Lift punch card pass is a prepaid method that can be used as payment for Basin Lift fare. Basin Lift punch card passes are available in twenty (20) ride punch cards, and the cost is \$30.00.

What forms of payment does Basin Lift accept?

Basin Lift drivers accept Basin Lift punch cards, exact cash, or checks made out to Basin Transit Service. You may purchase a punch card from any Basin Lift driver using cash or check. Using a debit or credit card, you must purchase directly from our office, or by calling the Basin Lift Call Center at 541-883-2877.

Do I need to show my Basin Lift ID when I ride?

All Basin Lift participants are required to show their Basin Lift identification card to the driver prior to boarding a Basin Lift vehicle. Please have your Basin Lift identification card out and be ready to show the driver to avoid any delays. Not having your identification card with you could result in service denial.

What if I need to ride the fixed-route bus?

If you are eligible for Basin Lift, you may ride the fixed-route bus system at the reduced fare of \$.50 cents per ride by presenting your Basin Lift identification card to the driver when boarding the bus. If you require assistance from a personal care attendant (PCA), and that provision is indicated on your Basin Lift identification card, your PCA may accompany you on the fixed-route bus system free of charge.

Any guest, other than your PCA, must pay the standard fixed-route bus fare (unless your guest qualifies for a reduced fare, in which case he or she will need to pay the appropriate reduced fare). The standard fare for the fixed- route bus system is \$.75 cents one-way trip.

Scheduling a Trip

How do I schedule my rides?

As an eligible client, you may schedule a ride by calling the Basin Lift Call Center at 541-883-2877 and select option 1. The phone lines are open Monday- Friday 8:00 a.m. to 5:00 p.m. Ride request must be called into the Basin Lift Call Center by 5:00 p.m. the day prior to the desired travel date. Trip request for Monday must be called in on Friday before 5:00 p.m. Callers are expected to leave the following information when scheduling their ride request through the Call Center's system:

- Your Name, address, and phone number.
- Your pick-up address.
- Your destination name and address.
- Your desired drop-off time, return time, or "will-call."
- If you will be traveling with a PCA, service animal, and/or guest (s)
- Any special directions: how to find locations or a specific entrance to be picked up or drop off at.
- All calls for Basin Lift reservations are answered by the Call Center's voicemail system. Please leave your information on voicemail as we are a first come first serve program. All voicemails are time stamped. If we cannot accommodate your ride the Call Center will call you back.
- Confirmation calls will be made between 3:30 p.m. and 5:00 p.m.

Will my rides be scheduled for the times I request?

BTS will strive to accommodate rides at requested times. However, ADA allows Basin Lift to coordinate an alternate time with you if the time you request is full, an hour prior or after the time of your original request t.

Can I request a "will-call" return?

The Basin Lift program does offer the scheduling of a "will-call" return. However, "will-call" returns are limited to ensure the program can remain efficient. Typically, "will-call" returns are reserved for appointments such as court appearances or medical appointments. Dispatchers may make exceptions on a case-by-case basis.

To request your scheduled “will-call” return ride, please contact the Basin Lift Call Center at 541-883-2877 and select option 2.

What if I need to change my ride?

All changes must be called in to Basin Lift Call Center 30 minutes before scheduled pick-up time. Drivers are not permitted to make schedule changes. No next day changes are allowed after 5:00p.m. Same day changes are not permitted.

BTS may make rare exceptions on a case-by-case basis.

Expected Travel Time

How long will my scheduled trip take?

You must plan for travel time equivalent to that on the fixed-route bus service. Your maximum travel time on Basin Lift vehicle should not exceed one (1) hour. Occasionally, travel time may exceed one (1) hour based on traffic, weather conditions, etc.

Riders going to and from locations with multiple entrances must specify which entrance Basin Lift will do the drop-off, and/or pick-up.

Rides to scheduled appointments.

If you are going to a scheduled appointment, you should plan to get to your destination fifteen (15) minutes before your appointment time to allow for unforeseeable delays.

It is your responsibility to find out about establishment opening and closing times and plan your trip to avoid having to wait outside in the environment.

Returns from medical appointments.

When requesting a ride to a medical appointment, do not set a return time unless you are certain your appointment will be completed by that time. The duration of a medical appointment is often difficult to predict. It is often recommended that you schedule your return from a medical appointment as a “will-call.”

Subscription Service

Can I schedule ongoing rides without calling to schedule each individual ride?

Basin Transit Service does not offer Subscription Service.

Arrivals and Departures

When do I need to be ready?

For pre-scheduled, initial pick-up times (usually from your home) a Basin Lift vehicle should arrive no earlier than fifteen (15) minutes prior and no later than fifteen (15) minutes after your scheduled pick-up time.

For pre-scheduled return times, a Basin Lift vehicle should arrive no later than (30) minutes after your scheduled return time.

For “will-call” returns, a Basin Lift shall arrive no later than sixty (60) minutes from the time you notify the Basin Lift Call Center that you are ready for your return.

“Will-call” returns can take-up to sixty (60) minutes for the driver to arrive, so it is important you have a safe waiting location that shelters you from the elements until your driver arrives.

Will the driver be on time?

Basin Lift drivers make every effort to arrive on time. Please keep in mind that Basin Lift is a shared-ride service. Other clients may be picked up and dropped off before you reach your destination. Unexpected delays sometimes occur due to traffic, vehicle problems, passenger delays or weather conditions.

How will I know when a driver arrives?

When a Basin Lift driver arrives at the pick-up address, the driver will engage the backup beeper to notify you of their arrival. Basin Lift drivers are required to wait for you up to five (5) minutes from the arrival time. After waiting five (5) minutes, if you are not present and ready for transport, the drivers will be directed to depart without you.

If a driver does not arrive at the appropriate time window, please call the Basin Lift Call Center at 541-883-2877 and select option 2.

Cancellations and No Shows

What if I cannot take my scheduled ride?

If for any reason you are unable to take your scheduled ride, you must notify the Basin Lift Call Center at least thirty (30) minutes before your scheduled pick-up time.

How do I cancel a ride when the Basin Lift Call Center is Closed?

If you need to call in a cancellation outside of Basin Lift's Call Center hours (8:00 a.m. to 5:00 p.m. Monday through Friday), please call the Basin Lift Call Center at 541-883-2877 and select option 2 and leave a voicemail. Please be sure to leave your name, phone number, and the date(s) and time(s) you wish to cancel.

What is a no-show trip?

A no-show trip is when:

- You fail to cancel your trip at least thirty (30) minutes before your scheduled pick-up time.
- You fail to meet the vehicle at your designated pick-up location.
- You are not ready to go at your scheduled pick-up time (after the driver has waited for five (5) minutes within the appropriate time window).

What happens when I have no-show trips?

If you have three or more no-shows within a thirty (30) day period, it may lead to service suspension. Only no-shows and late cancellations which are within your control will be counted toward the policy. The standard suspension duration is ten (10) service days.

If you are a no-show on a ride starting from your home, you must contact Basin Lift Call Center and cancel any other scheduled trips no longer needed that day to avoid receiving additional no-shows.

When you have a no-show trip, you will receive a warning letter stating future no-show rides may result in a suspension of service takes effect.

How do I appeal to a no-show trip?

If your service is scheduled for suspension due to a series of no-show trips, you may request a review of the decision by calling Basin Lift Call Center at 541-883-2877. Basin Transit Service will conduct a review of the decision and gather additional information if needed. You may be asked to participate in an in-person interview.

Basin Transit will notify you in writing within five (5) business days of the review decision.

The appeals process

To appeal a review, you must submit the appeal in writing within fourteen (14) days of receiving notice of the service suspension. The written appeal should be submitted to:

Basin Transit Service
General Manager
1130 Adams Street
Klamath Falls, OR 97601

Basin Lift Call Center will notify you of the date, time, and location of the appeal's hearing. If you choose, you may have someone accompany you to the appeals hearing. The General Manager will hear "Suspension of Services" appeals. The General Manager will review the documentation provided by you and Basin Lift staff and welcome your testimony.

The General Manager will review the appeal, make a final decision, and notify you within fifteen (15) days of the final decision.

Basin Lift service access will not be affected during the appeal process. If the final determination supports a suspension of service, you will be given fourteen (14) days' notice before a suspension of service takes effect.

Inclement Weather Schedule

Does Basin Lift operate in snow and ice conditions?

Basin Lift vehicles may be delayed during hazardous road conditions. Services may be suspended if road conditions are deemed unsafe. Should road conditions cause BTS to cancel the regular bus service, Basin Lift will also be canceled and will operate only to return rider's home.

During snowy or icy weather, monitor our website at www.basintransit.com, or call the Basin Lift Call Center at 541-883-2877 and select option 2 for updates on service. Basin Lift will make every effort to accommodate critical medical trips (such as dialysis and cancer treatments) if vehicles can safely operate.

What if I do not wish to travel due to adverse weather conditions?

If you do not wish to travel due to adverse weather conditions, please call the Basin Lift Call Center at 541-883-2877 and select option 2 to cancel in accordance with cancelation policies. You are encouraged to cancel rides if you feel unsure of your ability to safely wait for and get to and from Basin Lift vehicle.

Where can I get more information?

For more information about Basin Lift, Call Basin Lift Call Center at 541-883-2877 during office hours (8:00 a.m. - 5:00 p.m., Monday through Friday) or visit our office.

Contact Information

Basin Transit Service
1130 Adams Street
Klamath Falls, OR 97601
541-883-2877
www.basintransit.com

Basin Transit Service Observed Holidays

Basin Lift is closed on the dates listed below:

New Year's Day	January 1 st
Presidents Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19 th
Fourth of July	July 4 th
Labor Day	First Monday in September
Thanksgiving	Fourth Thursday in November
Christmas	December 25 th

Your ride request for the day after a holiday may be called in until 5:00 p.m. on the day before a holiday. Example: President's day, you would call on Friday for your Tuesday trip. All holiday calls will be answered by the Basin Lift Call Center's voicemail system. The date and time of each call is time stamped.

Questions

Can I get alternative versions of the Basin Lift guide and other written materials?

You can obtain an alternative version of written material by calling the Basin Lift Call Center at 541-883-2877 press option 2.

What if I need a replacement Basin Lift ID card?

If you lose your Basin Lift identification card or need a replacement or additional copy, contact the Basin Lift Call Center at 541-883-2877 press option 2 during office hours (8:00 a.m. – 5:00 p.m. Monday- Friday). **Does Basin Lift charge a processing fee for providing hard copy of my information?**

Basin Lift does charge a minimal processing fee for providing hard-copy information equivalent to \$0.50 per standard letter page plus postage.

Getting Involved

How can I get involved?

You can advise Basin Transit Service Transportation District's Board of Directors on matters pertaining to paratransit or other services or seniors and people with disabilities. You can also attend or write to the Special Transit Improvement Fund (STIF) Advisory Committee to advise on specialized transportation needs. The Committee meets quarterly to review issues related to Basin Lift service and other transportation topics. For information about getting involved, call Basin Lift Call Center at 541-883-2877 and select option 2.

Advocacy

The following are examples of ways that you can be supportive of Basin Lift:

1. Attend public meetings regarding transportation services.
2. Write to elected officials in support of transit programs.
3. Talk to family and friends about what the paratransit service means to you.
4. Request to be on the STIF Advisory committee mailing list.

Other Transportation Services

Does Basin Lift offer other transportation services?

Basin Lift staff may be able to offer or refer you to other transportation programs. For more information call 541-883-2877 and select option 2.

[ADA Complementary Paratransit Requirements \(nationalrtap.org\)](http://nationalrtap.org)

[Origin-to-Destination Service | FTA \(dot.gov\)](http://FTA.dot.gov)



BASIN LIFT RIDERS GUIDE

541 - 883 - 2877

WWW.BASINTRANSIT.COM

September 2024

