



July 8, 2014

The Link Public Transit has implemented changes to the scheduling process. These changes will allow us to accommodate more rides in an efficient manner. This notice is also being sent to medical providers and care facilities. The following is a list of policies and tips:

When can I expect to see my bus?

- Advance reservations are required. You may choose to have your trip scheduled based on either the time you wish to be picked up, or the time you wish to arrive at your destination (referred to as "appointment time").
- Your scheduled pick-up time may be up to 30 minutes earlier or later than you requested in order to accommodate other trips being served. For example let's say you want the bus to pick you up at 9:00 to go shopping, your pickup window will be 8:45-9:15 we will try to get there as close to 9:00 as possible but you need to be ready at 8:45.
- If your appointment is at 9:00 the bus will pick you up between 8:15 and 8:45 to get you to your appointment by 9:00, however the bus may drop you off as early as 8:30. Times will vary based on ridership.

Watch for your bus.

- **If you are not ready within five (5) minutes after the bus arrives, it must go on to the next destination, and you will be considered a "no-show" for that ride.** All remaining rides for that day will be cancelled. For example let's say your pickup window is between 8:45-9:15 and the bus arrives at 8:45, the driver will leave at 8:50. If the driver arrives at 9:00 they will leave at 9:05.

If your appointment runs longer than expected.

- Please call us at 541-296-7595 if you will not be ready at the scheduled return time. If you get our voicemail, please leave a message and phone number at which you can be reached. We will try to schedule you at a later time, depending on driver availability. To ensure you will be ready when the bus arrives, ask for extra time when scheduling your ride.

If your appointment is finished earlier than expected.

- There is no need to call us when your appointment is finished. The bus will arrive within the 30 minute window of your scheduled pickup time.

Travel times will vary

Travel time will vary based on trip distance and others being served. All trips are scheduled so the customer will be on the vehicle for no more than forty five minutes.

LINK drivers do their best to make pick-ups on time and to get customers to their destinations on time.

The system standard for on-time performance is 90 percent or above.

We are committed to providing the public with the best service possible. If you have any questions or concerns, please contact our Operations Manager, Brent Olson, at 541-296-7595 or transopsmgr@gorge.net.