



Klamath Basin Senior Citizens' Center

2045 Arthur Street, PO Box JE, Klamath Falls, OR 97602

541.883.7171

PUBLIC TRANSPORTATION SERVICE

HOURS OF OPERATION:

MONDAY – THURSDAY

8:30am first pick up from clients home

3:30 pm last pick up from appointment

FRIDAY

8:30 am first pick up from clients home

12:30 pm last pick up from appointment

SERVICE AREA.:

In order to be eligible for transportation service the location of the pick up or drop off point must be within a reasonable distance in order that the transportation system can operate with a level of efficiency to sustain our services. Generally we operate within the Urban Growth Boundary of the City of Klamath Falls. Locations that fall outside of the Urban Growth Boundary will be served so long as the distance from the Klamath Senior Center (2045 Arthur Street, Klamath Falls) to the pick up or drop off point is no further than eight (8) miles from your point of origin (generally your home).

ADA Accessibility:

All vans are wheelchair accessible and equipped with ramps. This service is available to the general public as well as older adults and persons with disabilities. Patrons requiring accommodations should notify the dispatcher in advance. Reasonable modifications in policies, practices or procedures are available to avoid discrimination on the basis of disability. Accessible formats of this and other information is available upon request.

TO SCHEDULE A RIDE CALL: 541-850-7315
TTY: Need to use a text-to-voice relay? Call 711 or 1-800-735-2900

Rides are scheduled by the following priority list:

1. Medical Appointments
2. Congregate Meal site (Senior Center)
3. Employment
4. Grocery Shopping
5. Any other non-essential appointments

If it becomes necessary for us to cancel rides we will cancel in order of the priority list. You will be called if your ride needs to be cancelled.

Please call at least 2 (two) business days in advance of your appointment to schedule transportation.

**Fees are charged on a sliding schedule according to household income.
Ask our dispatcher prior to scheduling your ride
about your eligibility for a reduced fee.**

Fares only cover a portion of our transportation expenses. Donations are encouraged. In addition we are funded by the Basin Transit Transportation Services District, the Oregon Department of Transportation, the Federal Transportation Administration, and the Klamath Lake Counties Council On Aging (KLCCOA) and United Way.

Title VI and Non Discrimination Policy

The Klamath Senior Center operates its programs and services without regard to race, color, national origin or any other characteristic protected under federal or state law and specifically in accordance with Title VI of the Civil Rights Act. Any person who believes he or she is subjected to any unlawful discriminatory practice under Title VI or other established state or federal law may file a complaint.

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For more information on the Klamath Senior Center's civil rights program, obligations and procedures to file a complaint, contact the Center by phone 541-883-7171, by mail at PO Box JE, Klamath Falls, OR 97602 or visit us at 2045 Arthur Street, Klamath Falls, Oregon 97603. A more detailed policy available upon request.

Complaint forms are available for download here by connecting to the link at the bottom of this screen title Title VI Program policy.

A person may also file a complaint relating to transportation services directly with the Federal Transit Administration, the Oregon Department of Transportation, Basin Transit Transportation Services District or The Klamath Lake Counties Council On Aging (KLCCOA) for transportation service complaints. All other complaints should be addressed to (KLCCOA)

KLCCOA
404 Main Street, Suite 6
Klamath Falls, Oregon 97601
541-205-5400

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590
1-866-377-8642

Oregon Department of Transportation
Office of Civil Rights, Title VI Office
355 Capital Street NE
Salem, OR 97301
(503) 986-3169

Basin Transit Service
1130 Adams Street
Klamath Falls, Oregon 97601
(541) 882-9630

ADA Non Discrimination Policy and Procedure

The Klamath Senior Center operates its programs and services without regard to disability. Any person who believes they have been subjected to any unlawful discriminatory practice under ADA regulations or other established state or federal law may file a complaint using the same procedures outlined above for Title VI. A separate complaint form will be utilized indicating the complaint is based on disability discrimination rather than a Title VI discrimination claim based on protected class of race, color or national origin.