

Other Policies



Seatbelt Policy: All riders are required to use the seatbelts in the buses where provided.

Child Safety Seats: These seats must be used as required by State Law.

Food: No eating or smoking allowed on the bus. Closed containers are allowed on the bus.

Children: Children 9 years and younger need to have adult supervision with them on the bus.

Behavior: Any rude, disrupting, or unsafe behavior will not be tolerated.

Animals: No pets allowed, with the exception of service animals, unless in carrying containers.

Packages Policy: Riders are allowed to bring aboard small packages that do not interfere or do not jeopardize the safety of passengers or driver. Drivers will provide limited assistance in carrying packages from the bus to your door. Riders are limited to 3 bags (25 pounds).

Anyone violating the above rules may be denied future trips.



**Silverton City Hall
306 S Water Street
Silverton, OR 97381**

**Phone: (503) 873-4546
Fax: (503) 873-3210
www.silverton.or.us**



Last Updated: August 2012

Silver Trolley

**Call for Reservations
503-873-4546**

Oregon Relay offers Spanish relay service for our Spanish-speaking customers. TTY users can type in Spanish and the conversations will be relayed in Spanish or English to the called party.

1-800-359-2703

(Spanish to English and reverse)

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay Operator, who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user

TTY:

Dial 7-1-1 or 1-800-735-2900

Introduction

The Silver Trolley is operated by the City of Silverton and is a demand responsive transportation service open to anyone needing transportation within the City Limits of Silverton. The Trolley is a dial-a-ride service, meaning you must call ahead and make an appointment to be picked up.



Who Can Ride *Anyone is welcome to ride the Silver Trolley!!*

Service Area The primary service area for pick-ups and drop-offs is within Silverton's urban growth boundary.

Service Hours **Monday thru Saturday**
Please call for available appointment times.

Passenger Donations We encourage passengers to contribute a small donation to help support this community service, although no one will be denied a ride for lack of payment.

Ride Reservations Riders must call at least 24 hours in advance to reserve their ride. Same day rides may be provided on a limited basis if there is availability. Ride reservations are granted on a first come first served basis. Ride requests can be placed up to 30 days in advance. Due to the demand for service, it is highly recommended that you make your request as early as possible.

Title VI. The Trolley operates its without regard to race, color, and national origin per Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Silverton. For more information on the City of Silverton's civil rights program, and the procedures to file a complaint, contact the City's Assistant to City Manager/Human Resources Coordinator at 503-874-2204; email Egray@silverton.or.us

You can make ride reservations Monday through Friday (excluding holidays) during normal business hours. Voicemail is available 24 hours a day to leave ride requests.

When you call in for a ride please have the following information ready: 1) requested pick-up time; 2) pick-up address; 3) drop-off address; 4) requested return trip time; 5) contact phone number.



Medical/Salon Appointments

Dispatchers will try to schedule rides 15-30 minutes in advance of your scheduled appointment so that you arrive on time. A return trip will be scheduled based on the estimated length of time the appointment may last. Medical/salon staff should not call dispatchers before the rider's scheduled pick up time. Please call only if the rider will be later than the scheduled pick-up time or an hour before their pick up time if they are ready early.



Riding Around

The Trolley is a public service that assists riders to reach specific destinations within the community. Reservations will not be made to ride around town. Other riders may need that time slot to get to important appointments or run necessary errands.

Trip Denials

A trip request can be denied due to insufficient bus capacity or if time is not available to complete requested trips. Riders making appointments should be mindful that the Trolley is not a taxi or personal transportation service and that there are others using this service too.



Pick-Up Times/ Waiting for Trolley

Riders must allow extra time when booking your ride, because the Trolley has 15 minute scheduling increments, meaning the trolley may get to your pick-up point and/or destination 15 minutes before or after your requested time. You must board the Trolley as soon as it arrives at your pick up time. You should be waiting at the main door on the ground floor of your pick-up location.



Driver Assistance

The Trolley is a curb to curb service. The driver may assist riders boarding and disembarking from the vehicle and may, if they are able, assist you to the door of your pick-up or drop-off point. Drivers may not go inside the building. Drivers may also provide assistance in carrying packages from the bus to your door. Riders are limited to 3 bags and weights of 25 pounds. Drivers will provide assistance to passengers requiring the use of the wheelchair lift when boarding the bus. The Silver Trolley will not assist with Post Office or Pharmacy pick ups and deliveries without the rider present.



Cancellations and No-Shows

Riders must call in advance to cancel their ride. It is important to remember that reserved time slots could be used for others who need to use the service.



SILVERTON TROLLEY

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