



## MISSION STATEMENT

South Lane Wheels provides safe, reliable, and accessible transportation to empower people of all capabilities while strengthening connections between individuals, businesses, and non-profit organizations.

### Public Transportation

### Who Can Ride?

**Everyone** - whether you are hopping on the **Route•Around•Town**, requesting a **Route Accommodation**, reserving a **Door to Door** ride, or taking a trip up to the Eugene and Springfield area on our **Metro Shuttle**, all of South Lane Wheels services are available to everyone. If you receive Medicaid benefits through the Oregon Health Plan, contact the RideSource Call Center to learn if you are eligible for free transportation (541) 682-5566. To request a **Reasonable Modification** in order to utilize SLW services, information about the reasonable modification process and a request form is available on SLW website, at SLW Main office or upon request by emailing [info@southlanewheels.org](mailto:info@southlanewheels.org). **All service materials are available in alternative formats upon request.**

### Service Area and Hours

We serve South Lane County rural areas within Cottage Grove, Creswell, Eugene, and Springfield. Normal operating hours are Mon-Fri 7:30 AM to 5:30 PM. Service outside of this time period is available upon approval. Main office hours are Mon-Fri 8:00 AM to 5:00 PM at 1450 Birch Avenue in Cottage Grove.

### Ride Reservations - SLW Dispatcher (541) 942-0456 [7-1-1 OR Relay]

Same Day Trip Requests are accommodated whenever possible!

Due to the popularity and increasing demand for all of our services, we take reservations on a "first-call, first-serve" basis so make your reservation as soon as possible with these recommendations:

- **Door to Door** - call by noon the day before your trip
- **Metro Shuttle** - call at least two days in advance
- **Route Around Town Accommodation** pickups - schedule up to an hour before the trip you want to ride

### Be Responsible

**Cancellation Policy** - Please be considerate and respectful of other riders and our drivers by calling the dispatcher to cancel a reservation in advance (up to 8 am the day of the trip) or it is considered a "No-Show."

The **"5-Minute Rule"** allows the driver to wait up to 5-minutes after the scheduled pick up time for a rider to board the vehicle. If a rider does not board within the 5-minutes, the driver will leave, and reports this trip as a "No-Show."

A pattern of "No-Shows" may affect future ride requests.

### Be Prepared

All of our services have a schedule to maintain with the riders' needs in mind.

- Riders must pay the fare upon boarding and have ready any carry on packages
- Cash, check, or SLW ticket or pass is accepted. Drivers do not make change.
- Drivers and SLW office sell discount tickets and passes
- **Door to Door** riders need to be at their pick up location 15-minutes before the scheduled pick up time
- **Unscheduled return trip** is considered a "Will Call" ride which may have a 30-minute wait after pick up call is made



All vehicles are operated in accordance with the Americans with Disabilities Act. SLW services comply with Title VI of the Civil Rights Act of 1964. Information about these policies and a Complaint Form are available on the SLW Website: [southlanewheels.org](http://southlanewheels.org), at SLW Main Office or upon request by calling 541.942.0456.

### METRO SHUTTLE TO EUGENE/SPRINGFIELD

PICK UP LOCATION RATES PER PERSON*	ONE WAY	ROUND TRIP
From Creswell	\$10	\$20
From Cottage Grove	\$15	\$30

### DOOR TO DOOR

ONE WAY TRIPS PER PERSON*	RATE	Book of 10 Tickets
Up to 3 miles	\$3	\$25
Up to 5 miles	\$5	\$45
Up to 10 miles	\$10	
Add'l charge per mile over 10	\$1	

Take a trip to any destination for any purpose. \*One attendant rides for free if rider needs assistance.

**Call 541.942.0456 to make your reservation!**  
**(7.1.1 Oregon Relay)**