



# PASSENGER SERVICE GUIDE

*Connecting Our Community*



 PROUDLY SERVING THE  
**ROSEBURG AREA**



**BUS ROUTES  
& SCHEDULES**



**FARES &  
PASSES**



**ACCESSIBILITY  
INFORMATION**



**RIDER  
GUIDELINES**



**CUSTOMER  
SUPPORT**



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GO PLACES.**

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[www.umpquatransit.org](http://www.umpquatransit.org)

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# UPTD Paratransit & Dial-A-Ride Services

UPTD provides transportation services to residents of Douglas County. This guide explains how to use **UPTD Paratransit** and **Dial-A-Ride** services, how to schedule trips, and what riders can expect when using UPTD transportation.

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## Quick Reference

### **Dispatch / Reservations Hours**

Monday – Friday  
7:30 a.m. – 5:30 p.m.  
888-232-8121

### **UPTD Paratransit Service Hours**

Monday – Friday  
6:35 a.m. – 6:30 p.m.

### **Dial-A-Ride Service Hours**

Monday – Friday  
7:30 a.m. – 5:00 p.m.

### **Reservation Deadline**

5:30 p.m. the day before your trip

### **UPTD Office**

516 SE Jackson Street  
Roseburg, OR 97470  
541-440-6500  
Website: [www.umpquatransit.org](http://www.umpquatransit.org)

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# UPTD Transportation Services at a Glance

Service	Who Can Use It	Service Area	Service Hours	Reservations	Fare	Notes
Fixed Route	Open to the public	Designated bus routes and stops	Varies by route	No reservations required	Regular bus fare	Riders board at designated stops
UPTD Paratransit	ADA-eligible riders	Within ¼ mile of fixed routes	Mon-Fri 6:35-6:30	Required by 5:30 pm day before	\$3 per stop	ADA complementary service
Dial-A-Ride	General public; priority given to seniors (60+) and individuals with disabilities	Primarily serves areas outside the ADA Paratransit service area; trips may begin or end anywhere within the UPTD service area based on availability and operational capacity.	Mon-Fri 7:30-5:00	Required	\$3 per stop	Space-available service

## How to Schedule Your First Ride

### Step 1 – Determine Which Service You Need

#### UPTD Paratransit

For individuals whose disabilities prevent them from independently using fixed-route buses for some or all of their trip.

#### Dial-A-Ride

Available to the general, with priority given to senior (age 60+) or individuals with disabilities, primarily serving areas outside the ADA Paratransit service area. Trips may begin or end anywhere within the UPTD service area.

All trips are provided on a space-available basis.

## Step 2 – Apply for Paratransit (If Needed)

UPTD Paratransit riders must complete an **ADA eligibility application**.

UPTD Dial-A-Ride riders must complete a **Dial-A-Ride Intake Form**.

Applications and forms are available from the UPTD office.

Dial-A-Ride riders do **not** require ADA certification.

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## Step 3 – Schedule Your Trip

Call dispatch:

888-232-8121

Dispatch hours:

Monday – Friday

7:30 a.m. – 5:30 p.m.

Next-day trips must be reserved **by 5:30 p.m. the day before travel**. If you plan to travel on a Monday, your trip request must be received by 5:30 p.m. on Sunday. Requests may be submitted by voicemail or scheduled in advance during dispatch hours. Requests received via voicemail outside business hours are time-stamped and processed in order received.

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## Step 4 – Provide Trip Information

Have the following information ready:

- Your name
  - Pickup address and phone number
  - Destination address
  - Appointment time if applicable
  - Date of travel
  - Mobility device information
  - Companion information
- 

## Step 5 – Be Ready for Your Ride

UPTD operates within a **30-minute pickup window**.

Example: If your ride is scheduled for **8:30 a.m.**, the vehicle may arrive between **8:15 and 8:45 a.m.** Drivers wait **no more than five minutes**.

# SECTION 1 – UPTD Paratransit

## Overview

UPTD Paratransit is an **ADA complementary paratransit service** for individuals whose disabilities prevent them from independently using UPTD fixed-route buses.

Because UPTD Paratransit is an ADA complementary service, **eligible riders requesting trips within the service area and hours of operation will be provided transportation.**

### Eligibility for Visitors

Visitors who are ADA Paratransit eligible in another jurisdiction will be recognized as eligible by UPTD.

- No additional application is required
- Documentation of eligibility may be requested

If eligibility documentation is not available:

- Proof of residence may be requested

If disability is not apparent, limited documentation may be requested

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## How UPTD Provides Service

UPTD provides demand-response transportation using a fleet of accessible vans and small buses.

Trips are scheduled by advance reservation and are provided from the passenger's origin location (the door or a designated curb stop) to the passenger's destination.

UPTD services operate as **shared-ride transportation**. Multiple passengers may share the same vehicle, and vehicles may make additional stops or travel in different directions during a trip to accommodate other riders.

Travel time may vary depending on:

- Trip distance
- Number of passengers being served
- Traffic conditions
- Road conditions

## Service Area

UPTD Paratransit operates within  $\frac{3}{4}$  of an air mile of UPTD fixed-route bus routes in Roseburg.

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## Service Hours

Monday – Friday  
6:35 a.m. – 6:30 p.m.

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## Eligibility

Customers must **apply and be certified as ADA eligible** before scheduling their first trip.

Visitors with disabilities who do not reside in the UPTD service area may use UPTD ADA Paratransit service.

Visitors who present documentation of ADA Paratransit eligibility from another transit agency will be treated as eligible.

If eligibility documentation is not available, UPTD may request proof of residence and, if the disability is not apparent, limited documentation of disability.

Visitor eligibility is available for up to **21 days within a 365-day period**.

Visitors needing service beyond 21 days may be required to apply for local ADA Paratransit eligibility.

Using fixed-route buses for some trips does **not affect eligibility**.

---

## Scheduling a Trip

Call dispatch:

888-232-8121

Reservations must be made **by 5:30 p.m. the day before travel**. If you plan to travel on a Monday, your trip request must be received by 5:30 p.m. on Sunday. Requests may be submitted by voicemail or scheduled in advance during dispatch hours. Requests received via voicemail outside business hours are time-stamped and processed in order received.

---

## Trip Planning

Have the following information ready:

- Your name
- Pickup address and phone number
- Destination address
- Appointment time if applicable
- Date of travel
- Mobility device information
- Companion information

UPTD operates within a **30-minute pickup window**.

Drivers wait **no more than five minutes**.

---

## Changing or Canceling Trips

Call dispatch as soon as possible.

Changes or cancellations must be made **by 5:30 p.m. the day before travel**.

---

## No-Shows

A trip is considered a no-show when:

- A cancellation occurs **less than one hour before pickup**
- A rider cancels **at the door**
- A rider is **not ready within five minutes**

Only trips scheduled by the rider and within the rider's control count toward no-show patterns.

Trips missed due to circumstances **beyond the rider's control**, such as a medical emergency, will not be counted.

A pattern occurs when **10% or more of scheduled trips in a calendar month are missed with a minimum of six incidents**.

Progressive actions include warning letters and service suspensions.

Riders may **appeal suspension decisions**. See UPTD Appeal Procedure document.

---

## Personal Care Attendants and Companions

Personal Care Attendants ride **free of charge**.

- Riders may bring one companion in addition to a PCA – companions pay the same fare as the rider
  - Companions travel to the same location as the rider
  - Additional companions may ride if space is available and must pay the same fare as the rider
- 

## Mobility Devices

Vehicles accommodate most mobility devices.

Devices larger than:

- 30 inches wide
- 48 inches long
- 800 pounds occupied

must be evaluated prior to service.

---

## How UPTD Operators Assist Customers

### UPTD operators can assist riders with:

- Getting from the door or designated stop location to the UPTD vehicle
- Boarding and exiting the vehicle using the lift if needed
- Securing wheelchairs, scooters, or other mobility devices
- Fastening seat belts when requested
- Depositing fares when assistance is requested
- Assisting riders from the vehicle to the entry door or designated stop location at their destination

Operators may also assist riders with **carrying groceries or small items up to four bags per passenger** when it is safe to do so.

## Additional Assistance

If requested, operators may assist customers who use **manual mobility devices** by:

- Pushing or guiding the customer to or from the vehicle
- Assisting customers on and off the lift platform
- Assisting with a single step or curb when it can be done safely

## Safety Limitations

For safety and liability reasons, UPTD operators cannot:

- Operate the controls of powered mobility devices
  - Handle or take responsibility for service animals
  - Enter a private residence
- 

## Fares

\$3 per stop

Payment options:

- Exact cash
- Check payable to Umpqua Public Transportation District or UPTD
- Pre-purchased ticket

Ticket books: **12 rides for the price of 10 (\$30.00)**

---

## Customer Responsibilities

- Be ready during the pickup window
- Have exact fare ready
- Cancel unused rides
- Follow driver instructions
- Keep contact information updated

Please contact UPTD if any of the following information changes:

- Address or phone number
- Emergency contact information
- Disability or health condition related to your need for service

- Need for a Personal Care Attendant
- Use of a mobility device or change in mobility device

Keeping this information current helps UPTD provide safe and reliable transportation.

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## **Rider Conduct**

- No Tobacco use, vaping or e-cig's permitted
  - Food and drinks must be in closed containers
  - Music must be used with headphones
  - Disruptive behavior is not permitted
- 

## **Refusal or Suspension of Service**

UPTD is committed to providing safe and reliable transportation to all riders.

However, service may be refused or suspended when a rider engages in:

- Violent behavior
- Seriously disruptive conduct
- Illegal activity
- Conduct that creates a safety risk to passengers or drivers

Service suspensions are administered according to UPTD's Refusal and Suspension Policies.

Before a suspension takes effect:

- The rider will receive written notice
- The notice will explain the reason for the suspension
- The rider will have an opportunity to respond or request an appeal. See UPTD Appeal Procedure document.

Copies of the policies are available by contacting UPTD administration or visiting the UPTD website.

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## **Service Animals and Pets**

UPTD welcomes riders traveling with service animals and pets, subject to the following guidelines.

## Service Animals

Service animals are permitted on all UPTD vehicles in accordance with the **Americans with Disabilities Act (ADA)**.

A service animal is defined as a **dog that has been individually trained to perform tasks or work for a person with a disability**.

When traveling with a service animal:

- The animal must remain **under the control of the rider at all times**.
- The animal must remain **on the floor or on the rider's lap** and must not block aisles or walkways.
- Service animals must **not occupy a passenger seat**.
- The rider is responsible for the **care and supervision of the service animal**.

UPTD operators may ask only the following two questions if the need for the service animal is not obvious:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

UPTD operators **cannot request documentation or certification for a service animal**.

## Pets and Other Animals

Pets and other animals may be transported on UPTD vehicles **only if they are secured in an appropriate carrier or container**.

Pet carriers must:

- Be small enough to **fit on the rider's lap or at their feet**
- Not block aisles, doorways, or mobility device securement areas
- Remain closed during the trip

The rider is responsible for the **care and control of the animal at all times**.

Animals that pose a safety risk or create a disturbance may not be permitted to ride.

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## Items Customers May Bring on UPTD Vehicles

### Groceries

Passengers may bring **up to four grocery-sized bags** on board.

Operators may assist with groceries when the weight allows the operator to lift them safely.

## Luggage

Passengers, along with their Personal Care Attendant (PCA) and/or companion, may bring:

- Two pieces of luggage
- One carry-on item

Operators cannot assist with handling luggage, so riders should make arrangements if assistance is needed.

## Oxygen

Personal oxygen tanks may be transported on UPTD vehicles.

Operators may secure the oxygen tank but cannot operate or adjust the controls.

## Other Items

Passengers may bring other items if:

- The passenger or companion can carry the item
- The item fits on the passenger's lap or under the seat
- The item does not block aisles, doors, or securement areas

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## ADA Paratransit Visitor Policy

Visitors with disabilities who do not live within the UPTD service area may use UPTD Paratransit service.

Visitors who present documentation of **ADA Paratransit eligibility from another transit agency** will be treated as eligible for service while visiting the area.

If a visitor does not have documentation of ADA eligibility, UPTD may request:

- Documentation of the individual's place of residence
- Documentation of the disability if the disability is not apparent

Documentation will **not be required** when the disability is apparent, such as when a person:

- Uses a mobility device
- Is blind or has low vision and travels with a guide dog

# SECTION 2 – Dial-A-Ride

## Overview

Dial-A-Ride (DAR) is a shared-ride, advance reservation service that primarily serves areas outside the ADA Paratransit service area. Trips may begin or end anywhere within the UPTD service area, subject to availability and operational capacity. DAR is open to the general public, with priority given to seniors (age 60+) and individuals with disabilities.

All trips are provided on a **space-available basis**. Dial-A-Ride is a **locally provided service and is not ADA complementary paratransit**.

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## How UPTD Provides Service

UPTD provides demand-response transportation using a fleet of accessible vans and small buses.

Trips are scheduled by advance reservation and are provided from the passenger's origin location (the door or a designated curb stop) to the passenger's destination.

UPTD services operate as **shared-ride transportation**. Multiple passengers may share the same vehicle, and vehicles may make additional stops or travel in different directions during a trip to accommodate other riders.

Travel time may vary depending on:

- Trip distance
- Number of passengers being served
- Traffic conditions
- Road conditions

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## Service Area

Dial-A-Ride primarily serves areas outside the ADA Paratransit service area. Trips may begin or end anywhere within the UPTD service area based on availability and operational capacity.

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## Service Hours

Monday – Friday  
7:30 a.m. – 5:00 p.m.

Dial-A-Ride service operates until 5:00 p.m.; dispatch and reservations are available until 5:30 p.m.

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## Eligibility

Dial-A-Ride is available to the general public. Priority is given to seniors (60+) and individuals with disabilities.

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## Scheduling a Trip

Call dispatch:

888-232-8121

Dial-A-Ride trips can be scheduled up to two weeks in advance.

Because Dial-A-Ride operates on a **space-available basis**, not all trip requests can be guaranteed. Requests received via voicemail outside business hours are time-stamped and processed in order received.

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## Trip Planning

Have the following information ready:

- Your name
- Pickup address and phone number
- Destination address
- Appointment time if applicable
- Date of travel
- Mobility device information
- Companion information

Travel time may vary due to shared rides.

---

## Changing or Canceling Trips

Call dispatch as soon as possible if you need to change or cancel a trip.

---

## No-Shows

A trip is considered a no-show when:

- A cancellation occurs **less than one hour before pickup**
- A rider cancels **at the door**
- A rider is **not ready within five minutes**

Only trips scheduled by the rider and within the rider's control count toward no-show patterns.

Trips missed due to circumstances **beyond the rider's control**, such as a medical emergency, will not be counted.

A pattern occurs when **10% or more of scheduled trips in a calendar month are missed with a minimum of six incidents**.

Progressive actions include warning letters and service suspensions.

Riders may **appeal suspension decisions**. See UPTD Appeal Procedure document.

---

## Personal Care Attendants and Companions

Personal Care Attendants ride **free of charge**.

- Riders may bring one companion in addition to a PCA – companions pay the same fare as the rider
  - Companions travel to the same location as the rider
  - Additional companions may ride if space is available and must pay the same fare as the rider
-

# Mobility Devices

Vehicles accommodate most mobility devices.

Devices larger than:

- 30 inches wide
- 48 inches long
- 800 pounds occupied

must be evaluated prior to service.

---

## How UPTD Operators Assist Customers

### UPTD operators can assist riders with:

- Getting from the door or designated stop location to the UPTD vehicle
- Boarding and exiting the vehicle using the lift if needed
- Securing wheelchairs, scooters, or other mobility devices
- Fastening seat belts when requested
- Depositing fares when assistance is requested
- Assisting riders from the vehicle to the entry door or designated stop location at their destination

Operators may also assist riders with **carrying groceries or small items up to four bags per passenger** when it is safe to do so.

### Additional Assistance

If requested, operators may assist customers who use **manual mobility devices** by:

- Pushing or guiding the customer to or from the vehicle
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- Assisting with a single step or curb when it can be done safely

### Safety Limitations

For safety and liability reasons, UPTD operators cannot:

- Operate the controls of powered mobility devices
  - Handle or take responsibility for service animals
  - Enter a private residence
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## Fares

\$3 per stop

Payment options:

- Exact cash
- Check payable to Umpqua Public Transportation District or UPTD
- Pre-purchased ticket

Ticket books: **12 rides for the price of 10 (\$30.00)**

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## Customer Responsibilities

- Be ready during the pickup window
- Have exact fare ready
- Cancel unused rides
- Follow driver instructions
- Keep contact information updated

Please contact UPTD if any of the following information changes:

- Address or phone number
- Emergency contact information
- Disability or health condition related to your need for service
- Need for a Personal Care Attendant
- Use of a mobility device or change in mobility device

Keeping this information current helps UPTD provide safe and reliable transportation.

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## Rider Conduct

- No Tobacco use, vaping or e-cig's permitted
  - Food and drinks must be in closed containers
  - Music must be used with headphones
  - Disruptive behavior is not permitted
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## Refusal or Suspension of Service

UPTD is committed to providing safe and reliable transportation to all riders.

However, service may be refused or suspended when a rider engages in:

- Violent behavior
- Seriously disruptive conduct
- Illegal activity
- Conduct that creates a safety risk to passengers or drivers

Service suspensions are administered according to UPTD's Refusal and Suspension Policies.

Before a suspension takes effect:

- The rider will receive written notice
- The notice will explain the reason for the suspension
- The rider will have an opportunity to respond or request an appeal. See UPTD Appeal Procedure document.

Copies of the policies are available by contacting UPTD administration or visiting the UPTD website.

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## Service Animals and Pets

UPTD welcomes riders traveling with service animals and pets, subject to the following guidelines.

### Service Animals

Service animals are permitted on all UPTD vehicles in accordance with the **Americans with Disabilities Act (ADA)**.

A service animal is defined as a **dog that has been individually trained to perform tasks or work for a person with a disability**.

When traveling with a service animal:

- The animal must remain **under the control of the rider at all times**.
- The animal must remain **on the floor or on the rider's lap** and must not block aisles or walkways.
- Service animals must **not occupy a passenger seat**.
- The rider is responsible for the **care and supervision of the service animal**.

UPTD operators may ask only the following two questions if the need for the service animal is not obvious:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

UPTD operators **cannot request documentation or certification for a service animal.**

## **Pets and Other Animals**

Pets and other animals may be transported on UPTD vehicles **only if they are secured in an appropriate carrier or container.**

Pet carriers must:

- Be small enough to **fit on the rider's lap or at their feet**
- Not block aisles, doorways, or mobility device securement areas
- Remain closed during the trip

The rider is responsible for the **care and control of the animal at all times.**

Animals that pose a safety risk or create a disturbance may not be permitted to ride.

---

## **Items Customers May Bring on UPTD Vehicles**

### **Groceries**

Passengers may bring **up to four grocery-sized bags** on board.

Operators may assist with groceries when the weight allows the operator to lift them safely.

### **Luggage**

Passengers, along with their Personal Care Attendant (PCA) and/or companion, may bring:

- Two pieces of luggage
- One carry-on item

Operators cannot assist with handling luggage, so riders should make arrangements if assistance is needed.

## **Oxygen**

Personal oxygen tanks may be transported on UPTD vehicles.

Operators may secure the oxygen tank but cannot operate or adjust the controls.

## **Other Items**

Passengers may bring other items if:

- The passenger or companion can carry the item
  - The item fits on the passenger's lap or under the seat
  - The item does not block aisles, doors, or securement areas
-

# Frequently Asked Questions

## How far in advance should I schedule my trip?

Trips must be scheduled by **5:30 p.m. the day before travel.**

## What if the vehicle is late?

UPTD operates within a **30-minute pickup window.** Call dispatch if the vehicle has not arrived **15 minutes after your scheduled pickup time.**

## Can someone ride with me?

Yes. PCAs ride free with Paratransit and Dial-A-Ride riders. Companions may ride when space is available.

## What if I miss my ride?

Missed trips may be recorded as a **no-show.**

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## Contact Information

Umpqua Public Transportation District  
516 SE Jackson Street  
Roseburg, OR 97470

Administration  
541-440-6500

Dispatch / Reservations  
888-232-8121

Website  
[www.umpquatransit.org](http://www.umpquatransit.org)