

HOW TO RIDE

BOARDING LOCATIONS

Cascades East Transit bus stop signs are at each bus stop throughout the region (please note that in Bend they may say “BAT”). Fixed route buses will only stop at these locations to board and let passengers off. Bend Dial-a-Ride and demand response buses stop where requested when the ride was reserved. Although CET makes every effort to operate its services as scheduled, schedules may vary due to weather, traffic, or other conditions.

BOARDING THE BUS

Exact change is required to board the bus. Drivers are unable to make change. Be at the bus stop at least five (5) minutes before the scheduled stop time. When the bus approaches, look for the route number and designation sign above the windshield. Always feel free to confirm with the driver that you are boarding the correct bus. For demand response trips, be at your arranged pick up location during the pick up window provided. The driver will only wait 5 minutes and is not required to come look for you, so be ready and watch for your ride.

TRANSFERRING ROUTES

Routes go to Hawthorne Station in Bend, the Redmond Transit Center, and the Madras stop. Please refer to this guide, look for your route number on the platform signs, or ask a driver for assistance. We encourage you to notify your driver of your desire to transfer in case a slight hold of a bus is needed, however please be aware that transfers are not guaranteed and a late bus may cause you to take a later connecting bus.

LEAVING THE BUS

Passengers must let the driver know that they want to get off one block before their bus stop by pulling the stop chime cord above the bus window.

SERVICE DAYS

NO SUNDAY SERVICE / SATURDAY SERVICE ONLY ON ROUTES 1-6

HOLIDAY SERVICE: CLOSED ALL MAJOR HOLIDAYS

CET buses do not provide service on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

DELAYS - Please call 541-385-8680 for information on delays.

GOT QUESTIONS? JUST ASK US!

Feel free to ask your driver about how to ride CET, read the schedule, operate the bike rack, or use of CET's special features. CET buses have wheelchair lifts. Or, you can call the CET office at 541-385-8680.

CUSTOMER SERVICE INFORMATION

541-385-8680 / 1-866-385-8680
www.cascadeseasttransit.com

Hawthorne Station

343 Hawthorne Ave, Bend
Mon-Fri 6:30am – 6:00pm
Sat 7:30am – 4:30pm

Bend Operations Center

1250 NE Bear Creek Rd, Bend
Mon - Fri 7:30am – 4:30pm

Redmond Operations Center

2363 SW Glacier Pl, Redmond
Mon-Fri 8am-5pm
Mon – Fri 6:30am – 6:30pm (phone only)
Ride Reservations: 7am-4pm

LOST AND FOUND

If you lose something while riding on a bus, report it as soon as possible. Please call 541-385-8680 during business hours, provide a description of the lost item and let us know the route number, and the date and time of the loss. If you find something on a bus, please notify the driver.

ACCESSIBILITY INFORMATION

If you need this information in an alternative format (large print, Braille, audio tape) or have additional questions about public transportation under the American Disabilities Act, contact us at 541-385-8680. For persons with hearing or speech disabilities, call the Oregon Relay Service at 1-800-735-2900.

SECUREMENT POLICY

Service Animals as defined under ADA regulation part 37 are welcome aboard CET vehicles and are the responsibility of the rider. Pets, comfort and therapy animals may travel with riders when in pet carriers, see full policy for details.

RIDER RULES OF CONDUCT

- No weapons or firearms on the bus.

- No consumption of alcohol, open alcohol containers, or possession of illegal drugs on the bus or transit property.
- No disruptive behavior, profanity, or vulgar language.
- Reduce noise from radio, personal device, or cell phone if requested by a driver.
- No eating or smoking on the bus, and no smoking within 20 feet of an open transit vehicle door.
- Seat belts are required when buses are equipped with seatbelts. Wheelchairs must be secured in designated securement area.
- Passengers must be able to control their parcels on the bus and load and unload in one trip.

Exclusion notices may be issued to riders who violate the rider rules of conduct or refuse driver safety instructions.

Notice of video and audio surveillance – vehicles and primary transit facilities are equipped with surveillance systems. Video and/or audio may be recorded.