

Frequently Asked Questions

Veterans Healthcare Transportation Service

CET was awarded an Oregon Department of Transportation (ODOT) grant to provide transportation to healthcare services for veterans living in Central Oregon. This ADA-accessible transportation service will provide veterans with connections to doctor appointments, the VA clinic, pharmacies, and other important healthcare destinations located within Central Oregon. Please note this service is not available for destinations outside of Central Oregon, such as Portland. In an effort to make this service as efficient as possible, some rides may be shared if multiple customers (possibly non-veterans) have similar destinations.

Who is eligible to utilize this service?

All veterans* living throughout Crook, Jefferson, and Deschutes counties, and the Confederated Tribes of Warm Springs.

How much does it cost?

Thanks to an ODOT grant, this service is NO COST to veterans.

What destinations are eligible for the Veterans Healthcare Transportation Service?

All healthcare related trips, including but not limited to appointments for physical or mental health, pharmacies, dental appointments, hearing and eye specialists, physical therapy, and more are eligible for this service.

How do I schedule a ride?

1. Call CET's Call Center at (541) 385-8680, Monday – Friday from 7am – 4pm.
2. Dial "1" for English or "2" for Spanish, then press "2" for Dial-A-Ride.
3. **Inform CET's Customer Service Representative that you are a veteran interested in scheduling a healthcare transportation ride.**
4. Provide your name, date of birth, pick up and drop off addresses, appointment time (if applicable), and time of return ride.
5. Rides can be scheduled up to 14 days in advance and as quickly as the same day, but we cannot guarantee same-day rides due to availability. We recommend calling at least 24 hours ahead of time to ensure a ride can be scheduled.
6. Be ready 30 minutes before your scheduled pick up and 60 minutes before your scheduled drop off ride.

What are the service hours?

The Veterans Healthcare Transportation Service operates from 7am – 6pm, Monday through Friday.

When should I schedule my ride?

CET's recommends calling at least 24 hours in advance to schedule your trip. While it is possible to schedule same-day rides, we cannot guarantee that this request can be accommodated.

What if a veteran needs additional assistance to utilize the transportation service?

You can reserve a seat for a “Personal Care Attendant” (PCA) to accompany you on your trip. Please be sure to let our Customer Service Representative know if a PCA will join you and if this person is the primary contact for veteran trips when you book your ride. Please note that PCAs must take the same ride as the veteran—different origins or destinations outside the veteran's trip are not allowed.

What are the reservation timeframes?

- Pick up – Be ready 30 minutes before scheduled ride
- Drop off – Be ready 60 minutes before scheduled ride
- Will Call Returns – Pick up from 5 mins up to 60 mins from scheduled ride
 - If a rider is going to a medical appointment and does not know what time they will be done, they can request a “will call.” Will calls must be reserved at least 24 hours in advance and are limited to five per day, Monday through Friday.
- Please note that drivers are instructed to leave after 5 mins if the passenger does not show.

How do I cancel my scheduled ride?

- If you cannot make your ride, just give CET a call! Please be sure to reach out to one of our Customer Service Representatives at least 60 minutes before your reservation at (541) 385-8680.
- If you did not make your first ride, please notify us of any other rides you have scheduled that day.

What happens if I fail to cancel my ride?

If you fail to cancel your ride or “no-show” this means that you:

- Fail to cancel your trip at least 30 minutes before your scheduled pick-up time.
- Fail to meet the vehicle at your designated pick-up location.
- Are not ready to go at your scheduled pick-up time (after driver has waited for 5 minutes within the appropriate time window).

Within a 30-day period, if you have three or more no-shows, OR no-shows which are 10% of your completed trips (whichever is greater), will be grounds for service suspension. Only no-shows and late cancellations, which are within your control, will be counted toward the policy. The standard suspension duration is 10 service days.

What is CET doing to mitigate the spread of COVID-19?

CET continues to require all drivers and passengers to wear face masks while on-board vehicles and inside facilities.

What else do I need to know about using this service?

- Please note that the duration of this service is based on available funding.
- Ride times are scheduled based on availability, so be sure to schedule your ride as soon as possible, but at least 24 hours in advance.
- Unexpected delays may occur due to traffic, passenger delays, or weather.

** The term “veteran” follows the definition established in ORS 408.225(1)(f), which governs eligibility for preference in public employment.*

