



TranGO & Okanogan County Transportation and Nutrition

Rider Guide

TranGO is your bus system. We also Coordinate with Okanogan County Transportation & Nutrition (OCTN) to provide service throughout the county. This Rider Guide provides information regarding the entire system. The drivers, dispatchers and office staff are ready to help you navigate the bus system, and answer any questions you might have. This guide also informs you of the basic safety and passenger rules that all riders should follow according to Washington State RCW 9.91.025 Unlawful Transit Conduct.

We utilize technology to assist you as you access the system. Using a smart-phone, computer or tablet, you can access information about TranGO's schedules, delays, and routes at okanogantransit.com, or by downloading the RouteShout 2.0 app.

If you have additional questions or concerns, please call 509-557-6177, or e-mail us at:

admin@okanogantransit.com

Welcome aboard!

Riding the Bus

Allow others to exit before boarding the bus. Let the bus driver know if you need assistance boarding. All buses have lifts or ramps to assist riders who have difficulty using stairs. Have your bus fare ready and pay the fare using one of the methods below:

Cash: Deposit exact change in the fare box. Bills and coins are accepted. **US currency only.**

Fixed Route and ADA Paratransit Passes:

- ◆ Monthly zone passes are \$30. They provide unlimited rides within a chosen single zone for the calendar month.
 - ◆ Monthly 2-zone passes are \$60 and provide unlimited rides between 2 zones. We will give you a third zone for free when purchasing a 2 zone unlimited monthly pass.
- Monthly Passes are Non-transferrable.**
- ◆ \$2, \$5 or \$10 Trip pass. The driver will punch out a trip each time you board. These don't expire. **Passes are available to purchase in the Okanogan Station Monday through Friday 8am to 5pm, or by calling 509-557-6177.**

Tell the driver if you are transferring to another bus or where you are going. This helps them get you as close to your destination as possible. Once on board, find an available seat, reserving the seats at the front of the bus for the elderly or disabled. Be alert to your location. The driver will call out major intersections, stops and destinations as the bus travels. Push the red stop button or pull the cord as you approach your stop.

Demand Response Service (OCTN):

OCTN provides door-to-door public transportation service in many communities. Cost varies based on length of trip. Please call 509-826-4391 for information and to make reservations.

OCTN provides monthly trips to Wenatchee and to Omak from specific areas of the county. The cost for these trips vary based on the length of the trip. Please call 509-826-4391 for more information.

Respecting Other Passengers

TranGO rules are designed to keep riders and drivers safe and ensure everyone enjoys the same level of courtesy and respect. While you're on the bus, please follow these basic do's and don'ts.

- DO remain seated and wear your seatbelt when the bus is in motion. This includes children.
- DO wear shoes.
- DO wear headphones when playing any audio device.
- DO respect other people's space and keep your hands to yourself.
- DO keep all shopping bags under your control, on your lap, or at your feet, so seats are available for all riders. A limit of 3 bags should be observed.
- DO NOT eat, drink or smoke aboard any transit vehicle.
- DO NOT hang or swing from the bars in the bus or hang anything out the window.
- DO NOT bring anything dangerous on the bus such as weapons, fireworks, vehicle batteries or flammable liquids.
- DO NOT disturb others with loud or raucous behavior, profanity or offensive odors.
- DO NOT bring an animal on board unless it is a service animal, or in an FAA approved carrier.
- CHECK for all your belongings (including any trash) before leaving the bus. Call 509-557-6177 to access lost and found.



Safety First!

- 🚒 Remain seated with your seatbelt fastened at all times when the bus is in motion. If the bus is full and you need to stand, always hold a handrail.
- 🚒 Please keep all bags and parcels with you at all times while using TranGO services and facilities. We are not able to hold or watch your bags.
- 🚒 Report abandoned bags and parcels, and any suspicious or illegal activity to your driver or other TranGO employee.
- 🚒 TranGO drivers are friendly and willing to help, but if you have any questions, please ask them when the bus is not moving.
- 🚒 A transit bus is not a school bus. Never cross in front of the bus! Wait until the bus has pulled away, and use a designated crosswalk.
- 🚒 If you will be removing a bike from the bike rack, always let the driver know as you get off the bus.
- 🚒 Strollers and shopping carts must be secured and safely stored before travel commences.
- 🚒 To ensure their safety, young children must be in your care and control at all times.
- 🚒 When attempting to access service at locations other than posted stops, please do not enter the roadway. Flag the bus, and the driver will pull over when it is safe to do so.