



Regional Mobility Toolkit

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Description of Service Types

01

Fixed-Route

Fixed-route systems operate on a predetermined route according to a predetermined schedule. These routes will have printed or posted timetables and designated stops where riders are picked up and dropped off.

02

Demand Response

Demand response service, also known sometimes as Dial-A-Ride and Non Emergency Medical Transport (NEMT), operates based on trips scheduled by individual passengers. These trips are usually scheduled in advance and the service is most often provided to seniors and those with disabilities.

Types of demand response include:

- Curb to curb: the driver waits at the curb at the location of origin and drops the rider off at the curb of the destination
- Door to door: the driver waits outside the door at the location of origin and takes the rider to the door of the destination
- Door through door: the driver enters the door at the location of origin and takes the rider through the door of the destination

03

Deviated Fixed-Route

Deviated Fixed-Route service is a hybrid of fixed-route and demand-response services. With this type of service, the bus stops at fixed stops and keeps to a schedule but can deviate its course between stops.

Description of Services Types Continued

04

Vanpool or Carpool

A vanpool or carpool is a program where people who share a similar origin, destination, or work schedule share a vehicle in order to commute to work. Some public transportation providers have vanpool or carpool programs that riders can sign up to be a part of.

05

Paratransit

Paratransit is a service that supplements fixed-route transit by providing individualized rides without fixed routes or timetables. Usually, agencies require an application to be considered for the program.

06

Flag Stop

A flag stop is when a rider boards the bus at a location that is not an established bus stop with a posted bus stop sign. The bus will stop if it is safe to do so. Not all transportation providers utilize flag stops.

Steps to Riding the Bus

01

Plan your trip.

You can use a trip planner, like the one on the CWCOC Trip Assistant website, to plan your trip from beginning to end.

02

Walk or bike to the bus stop.

Choose a safe route to get to your bus stop and make sure to leave with plenty of time to get there.

03

Wait at the bus stop.

Make sure the driver can see you. Stand close to the sign or shelter and watch for the approaching bus.

04

Get on the bus.

Let others get off the bus before you get on. Double check to make sure you are getting on the correct bus.

05

Find a seat.

Reserve the seats at the front of the bus for the elderly and those with disabilities.

06

Pull the cord to let the driver know you want to get off.

About one block before your stop, pull the cord to let the driver know you want to get off.

07

Walk or bike to your destination.

Let the driver know if you will be removing it from the bike rack. Never cross in front of the bus, wait until it pulls away and then cross at a crosswalk.

Bus Rules and Safety Tips

Each transportation provider has their own specific rules but there are several that are the same across systems. Following these rules and keeping the safety tips in mind will help make sure that your trip is on the bus is safe and enjoyable.

Safety Tips

- Keep all bags and belongings with you at all times.
- Carry on items should be small enough to fit under the seat or safely on your lap
- Be mindful of your surroundings
- Never cross in front of the bus. Wait for it to pull away and use a designated crosswalk
- If utilizing a flag stop, use a flashlight or reflective object to flag down the bus
- Report any unwanted or uncomfortable behavior to the driver

General Rules

- No unruly or disrespectful behavior
- No profanity or derogatory statements
- No smoking or vaping
- No eating
- No alcoholic beverages
- Non-alcoholic beverages must be covered with a lid
- No flammable or corrosive items or liquids
- Cellphones and other devices must be used quietly, headphones or earbuds are recommended
- Shoes and shirts are required

Travel Training Programs

Travel training helps people learn how to travel independently and become comfortable using public transportation. Many transit agencies have their own travel training program designed to inform members of the community how to navigate and use their services.

The agencies that provide travel training in the region are:

CWCOG Mobility Management Program

RiverCities Transit

Lewis County Transit

Mason Transit

Learn more by visiting <https://mobility.cwcog.org/travel-training> or scanning the QR code below.



How to Use a Flag Stop

Flag stops are where riders can board the bus at a location without an established bus stop with a sign. Not all transportation providers utilize flag stops and some have additional rules and processes for using them.

01

Find a Safe Location

- The bus must be able to pull over enough so that it will not cause problems with other vehicles
- The area must not be on a blind corner
- There must be adequate stopping distance for the bus

02

Flag Down the Bus

- As the bus approaches, wave your arm to get the driver's attention
- It helps to have something in your hand like a flashlight or something reflective,
- If you are using a flashlight, do not shine it directly at the driver.

Trip Planning 101

Going from Point A to Point B using public transportation is easy! Use the information below and the worksheet on the next page to create your trip plan.

Questions to ask yourself before starting your plan:

- Where do you want to go?
- Where are you starting your trip?
- When do you want to leave?
- When do you want to arrive?

Once you have these questions answered, you can begin planning your trip using a route schedule or online trip planner.

If you are unsure of which transportation provider you will need to get to your destination, using an online trip planner can help.

When using a printed route schedule, be sure that you are looking at the correct schedule for the route you need to use. For some trips, you may not be able to get to your destination on just one bus.

The CWCOC Mobility Management program can assist with trip planning. You can learn more by visiting www.cwcog.org/mobility-management/



CWCOC Mobility Management
Website



CWCOC Trip Planner

Trip Planning Worksheet

Where am I going? _____

What time do I need to get there? _____

Which Transportation Provider am I using?

Do I need to schedule my ride or do I just show up?

If I do need to schedule, how soon before my trip does that need to be done and how do I accomplish that (example: phone call, online, through an app)?

What bus route(s) am I taking? _____

How am I getting to the bus stop?

What time does my bus leave? _____

What time do I need to be at the bus stop? _____

How much is my bus fare? _____



Regional Options

AMERICAN CANCER SOCIETY

Phone: 800-277-2345

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

AMTRAK

Phone: 800-872-7245

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

CATHOLIC COMMUNITY SERVICES

Phone: 844-851-9380

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

DISABLED AMERICAN VETRANS VAN

Phone: 888-604-0234

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

GREYHOUND

Phone: 800-231-2222

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

PARATRANSIT SERVICES

Phone: 800-846-5438

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

RIDESHARE ONLINE

Phone: 888-814-1300

Service Area: Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum

For more information on regional and local transportation options, please visit the Provider Directory at <https://mobility.cwcog.org/provider-directory> or by scanning the QR Code below.



Local Options

Cowlitz County

RIVERCITIES TRANSIT

Website: rctransit.org

Phone: 360-442-5663

Service Type: Fixed Route, Door to Door, Paratransit



COWLITZ TRIBE TRANSIT

Website: cowlitz.org/transit

Phone: 360-232-8585

Service Type: Door to Door



LOWER COLUMBIA CAP TRANSPORTATION

Website: lowercolumbiacap.org/get-help/transportation

Phone: 360-200-4911

Service Type: Fixed Route, Door to Door



COMMUNITY IN MOTION

Website: communityinmotion.org

Phone: 360-694-6577

Service Type: Door to Door



Local Options

Cowlitz County Continued

WAHKIAKUM ON THE MOVE

Website: co.wahkiakum.wa.us/484/WOTM-Bus-Routes-Schedules

Phone: 360-795-3101

Service Type: Fixed Route

*Serves Wahkiakum County but has various stops in Longview/Kelso



LEWIS COUNTY TRANSIT

Website: lewiscountytransit.org

Phone: 360-330-2072

Service Type: Fixed Route, Door to Door, Paratransit

*Serves Lewis County but connects to RiverCities in Kelso



DISABLED AMERICAN VETERANS VAN (DAV)

Website: va.gov/portland-health-care/dav-vans-transportation-for-veterans/

Phone: 503-721-7084

Service Type: Door to Door



Local Options

Grays Harbor County

GRAYS HARBOR TRANSIT

Website: ghtransit.org

Phone: 360-532-2770

Service Type: Fixed Route, Door to Door, On-Demand, Vanpool



PACIFIC TRANSIT

Website: pacifictransit.org

Phone: 360-875-9418

Service Type: Fixed Route, Curb-to-Curb, On-Demand

*Serves Pacific County but stops at the Aberdeen Transit Station



COASTAL COMMUNITY ACTION PROGRAM

Website: coastalcap.org/transportation/

Phone: 360-500-4524 or 360-500-4535

Service Type: Door to Door



Local Options

Grays Harbor County

Continued

RURAL TRANSIT (RT)

Website: trpc.org/325/Rural-Transit

Phone: 253-472-7846

Service Type: Fixed Route

*Serves Thurston County but connects with Grays Harbor Transit



JEFFERSON TRANSIT

Website: jeffersontransit.com

Phone: 360-384777

Service Type: Fixed Route

*Serves Jefferson County but connects with Grays Harbor Transit



Local Options

Lewis County

LEWIS COUNTY TRANSIT

Website: lewiscountytransit.org

Phone: 360-330-2072

Service Type: Fixed Route, Door to Door, Paratransit



COWLITZ TRIBE TRANSIT

Website: cowlitz.org/transit

Phone: 360-232-8585

Service Type: Door to Door



COASTAL COMMUNITY ACTION PROGRAM

Website: coastalcap.org/transportation/

Phone: 360-500-4524 or 360-500-4535

Service Type: Door to Door



GRAYS HARBOR TRANSIT

Website: ghtransit.org

Phone: 360-532-2770

Service Type: Fixed Route, Door to Door, On-Demand, Vanpool

*Serves Grays Harbor County but connects with Lewis County Transit



Local Options

Lewis County Continued

RIVERCITIES TRANSIT

Website: rctransit.org

Phone: 360-442-5663

Service Type: Fixed Route, Door to Door, Paratransit

*Serves Kelso/Longview but connects to Lewis County Transit



MASON TRANSIT

Website: masontransit.org

Phone: 360-427-5033

Service Type: Fixed Route

*Serves Mason County but connects with Lewis County Transit



INTERCITY TRANSIT

Website: intercitytransit.com

Phone: 360-486-1881

Service Type: Fixed Route

*Serves Thurston County but connects with Lewis County Transit



RURAL TRANSIT (RT)

Website: trpc.org/325/Rural-Transit

Phone: 253-472-7846

Service Type: Fixed Route

*Serves Thurston County but connects with Lewis County Transit



Local Options

Pacific County

PACIFIC TRANSIT

Website: pacifictransit.org

Phone: 360-875-9418

Service Type: Fixed Route, Curb-to-Curb, On-Demand



GRAYS HARBOR TRANSIT

Website: ghtransit.org

Phone: 360-532-2770

Service Type: Fixed Route, Door to Door, On-Demand, Vanpool

*Serves Grays Harbor County but connects with Pacific Transit



COASTAL COMMUNITY ACTION PROGRAM

Website: coastalcap.org/transportation/

Phone: 360-500-4524 or 360-500-4535

Service Type: Door to Door



WAHKIAKUM ON THE MOVE

Website: co.wahkiakum.wa.us/484/WOTM-Bus-Routes-Schedules

Phone: 360-795-3101

*Serves Wahkiakum County but connects to Pacific Transit



Local Options

Wahkiakum County

WAHKIAKUM ON THE MOVE

Website: co.wahkiakum.wa.us/484/WOTM-Bus-Routes-Schedules

Phone: 360-795-3101

Service Type: Fixed Route



COMMUNITY IN MOTION

Website: communityinmotion.org

Phone: 360-694-6577

Service Type: Door to Door



PACIFIC TRANSIT

Website: pacifict transit.org

Phone: 360-875-9418

Service Type: Fixed Route, Curb-to-Curb, On-Demand

*Serves Pacific County but connects to Wahkiakum on the Move



RIVERCITIES TRANSIT

Website: rctransit.org

Phone: 360-442-5663

Service Type: Fixed Route, Door to Door, Paratransit

*Serves Kelso/Longview but connects to Wahkiakum on the Move



Local Options

Rainier, Oregon

CC RIDER

Website: nwconnector.org/agencies/columbia-county-rider/

Phone: 503-366-0159

Service Type: Fixed Route, Door to Door, On-Demand



SUNSET EMPIRE TRANSPORTATION DISTRICT

Website: nwconnector.org/agencies/sunset-empire-transportation-district/

Phone: 503-861-7433

Service Type: Fixed Route

*Serves Clatsop County but connects to CC Rider



Helpful Resources

Below are a few additional option for finding resources. These websites have lists of transportation resources, contact information for transportation providers, and a few options for getting assistance paying for transportation.

CWCOG Mobility Management

<https://www.cwcog.org/mobility-management/>



CWCOG Trip Assistant

<https://mobility.cwcog.org/>



Washington 211

<https://wa211.org/>



CWCOG Contact Information

Cowlitz-Wahkiakum Council of Governments
959 11th Ave
Longview, WA 98632

360-577-3041
cwcog@cwcog.org
www.cwcog.org



The CWCOG operates in accordance with all applicable federal and state laws, including Title VI of the Civil Rights Act of 1964, without regard to race, color, national origin, religion, sex, sexual orientation, marital status, age or disability.

Those persons with limited English Proficiency may request language assistance through oral, visual, and/or written translation at no cost to the individual.

For assistance or questions regarding the CWCOG's Title VI or Limited English Proficiency policies or to file a complaint, please contact the Agency's Title VI Coordinator at (360) 577-3041.