



TransNet News

SUBURBAN TRANSIT NETWORK NEWSLETTER

WINTER 2007

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Suburban Transit Network, Inc. provides transportation options for Montgomery County residents and commuters.

TRANSNET IS AWARDED NEW GRANT FOR PERSONS WITH DISABILITIES



Roseann Strang, Program Manager
Persons with Disabilities Program

In late December, TransNet was officially notified by the Pennsylvania Department of Transportation that TransNet's proposal for a new transportation service for persons with disabilities was approved.

This new service, modeled after the Shared Ride Program, will offer transportation to Montgomery County residents with disabilities, ages 18-64, who are not currently eligible for any other transportation service. Pre-registration and prior day reservations are required. The passenger cost will be 15% of the shared ride fare or \$3.50 for each one-way trip, whichever is higher.

To be eligible, you must have a disability as defined by the Americans with Disabilities Act (ADA). A disability is defined by the ADA as "a physical or mental impairment that substantially limits one or more of the major life activities ... Major life activities means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and work".

An essential part of the new service is the development of an Advisory Committee, which will participate in the marketing and eligibility process for the new service. It is anticipated that service will officially be available by the end of June 2007.

TransNet will begin marketing the service throughout Montgomery County soon. If you know a person or agency that might benefit

from this new service, please tell them to contact us.

To receive a registration form, please call Ms. Roseann Strang, Program Manager, at (215) 542-7433.

In the near future, more information about this program will be available on the Services for Persons with Disabilities page on our website, www.suburbantransit.org.

NEW WEBSITE RECEIVES KUDOS

In early December, TransNet's new and improved website was unveiled to rave reviews. The new site contains detailed information about all TransNet services as well as links to other important websites. One of the most useful tools is the interactive map for the senior citizen Shared Ride Program. Any interested person can click on the area of the map where they live and the transportation provider who covers that area is highlighted. You can also click on a specific transportation provider to see their complete service area. Fares, hours, days of service and contact information are also available.

Visitors to the website can easily complete and print out applications for the Medical Assistance Transportation Program and the Shared Ride Program. There are even employment applications for potential drivers!

It is now very simple to complete and e-mail driver commendations or service problems. This information is retrieved daily and responses are prompt. There are many testimonials from current riders describing how a TransNet service benefits them.

Visit our newly redesigned web site at www.suburbantransit.org and let us know what you think. Any new ideas or suggestions are welcome. Just click on the Contact Us page to link directly to our e-mail address, ride@suburbantransit.org.

*Interested in a part-time
or full-time position as
a driver or a monitor?*

*Call TransNet at (215)
542-RIDE (7433), ext. 17*

*or visit our website for
an application at*

www.suburbantransit.org.

*Need a speaker for your
organization's
meetings? Contact us
at (215) 542-RIDE (7433)*

READER COMMENTS

*Please send us your
comments about this
newsletter. Do you find
it useful? Are there
other topics you would
like to read about?*

E-mail us at

ride@suburbantransit.org

or call

(215) 542-RIDE (7433).

DRIVERS HONORED AT THE 17TH ANNUAL BANQUET

On October 1st, close to 300 employees and their guests enjoyed the 17th Annual TransNet Awards Banquet at the Pine Crest County Club in Lansdale. The TransNet Driver of the Year Award went to James Bustard from Bux-Mont Transportation Services. First runner-up was Kevin McNamara from Tri County Transit and 2nd runner-up was Jon Mulhern from Mid County Transportation.

Other awards were given to drivers with 10, 15, 20 and 25 years of service. Special recognition went to George Johnson from Bux-Mont Transportation who placed third in the statewide Paratransit Rodeo. Mr. Johnson will now participate in the national rodeo sponsored by the Community Transportation Association of America in May 2007 in Reno, Nevada. In addition, individual companies presented various awards to their employees.

Pat Moir, Executive Director, was also recognized for her 20-year tenure with TransNet. Ms. Moir was praised for her dedication and perseverance over the years and was credited with expanding TransNet services. Ms. Moir thanked each of the TransNet carrier members for their cooperativeness and expertise.

The 2006 Hall of Fame recipient was Virginia Smith, President of Norristown Transportation Co., Inc. Mrs. Smith's late husband, Bob Smith, succeeded his father as owner of the company (then Norristown Yellow Cab Co.) in 1965. Since then, Mrs. Smith has continually worked in the business.



Pat Moir, TransNet Executive Director,
presenting award to driver Jon Mulhern



Virginia Smith
2006 Hall of Fame Recipient

The highlight of the evening was the TV theme trivia game, which was enjoyed by all the attendees. Team Norristown won a free breakfast for the entire company and each team participant also received a \$10 WAWA gift card.

TransNet News is a publication of TransNet, Suburban Transit Network, Inc., a private non-profit transportation company offering shared rides and other specialized transportation services to Montgomery County residents and commuters.

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Patricia Moir, Executive Director
Carol Sterling, Director of Operations
Susan Kopystecki, IS Director
Judith Dempsey, Fiscal Director
Roseann Strang, Program Manager



HOW ARE WE DOING?

Do not be surprised if a TransNet staff person contacts you by phone soon to ask your opinion of our service. We want to know if our service is meeting your needs and if you have any suggestions for changes.

This short, random phone survey gives us direct feedback from you, our important customers. So please try to spend a few minutes answering some simple questions. We are hoping that this new satisfaction survey method will help us continue to redesign and improve our service delivery to you.

THANK YOU TO OUR SENIOR AMBASSADORS

Many thanks to the following individuals who recently helped us as Senior Ambassadors at various senior expos, health fairs and during Customer Appreciation Week.

- Pierre Andreu
- Franklin Benson
- Clare Jean Boutilier
- Cecilia Braddock
- Helene Cundey
- Elmo Eunice
- Louise Evans
- Carmella Langdon
- Pauline Lotito
- Maybell Maddox
- Joseph Masic

Anyone interested in volunteering as a senior ambassador should call Roseann Strang at 215-542-7433.

STILL GOING STRONG...

Mary McKeown, who readily admits to all of her 92 years, is a vehicle aide with Bux-Mont Transportation. An employee since 1995, Mary provides assistance for handicapped children and loves every minute. "I love the job and the people. I'm going to work here as long as I can," said Mary in a recent interview.

According to Michael Valenza, Bux-Mont manager, "What's nice about people such as Mary, or others her age who don't want to drive, is that there are still jobs for them".

Mary's career demonstrates how an older person can continue to be active well past the traditional retirement age.



Mary McKeown, center,
at the TransNet Awards Banquet

THANK YOU FOR YOUR INTEREST!

On our last customer satisfaction survey, approximately 60 riders said they are interested in joining our Shared Ride Advisory Committee. Since we cannot accommodate so many new members, we plan to sponsor a series of community forums designed to help us receive input from you. If you gave us your contact information on the survey, you will receive a letter confirming your interest. We will then mail you an invitation to the local forum in your area.

Letters of Appreciation for TransNet Services

To TransNet Board of Directors:

I would like to congratulate you for the wonderful Shared Ride Program you have for Senior Citizens. I was using it for three years and I was always treated with great respect and kindness. I enjoyed many friendly conversations with all the drivers I had. The people working in the office were just as nice. I would recommend your Shared Ride Program to everyone who is in need of it.

May the good Lord continue to bless all of you for the wonderful service you are giving to his older people. I will remember your intentions and your work in my prayers.

Gratefully,

Sister Thaddeus Marie

To Bux-Mont and Suburban Transit:

Again, appreciation to your staff! The driver on August 3rd, to and from Wills Surgery Center could not be more courteous and competent. This was not an easy assignment – I thank him many times. On my next trip, the courtesy continued. Indeed, all this helps with the healing.

A Thankful Passenger

Bonnie and Staff at Norristown Transportation:

Thank you very much for your cooperation in transporting our individuals to and from alternative locations. Your assistance made the relocation due to the loss of electricity a successful operation. We appreciate all that you, your office staff, and driver did for our individuals in such short notice.

Sincerely,

Betsy Flatt-Fultz
Community Homes Director
Developmental Enterprises Corporation

Frequently Asked Questions



Senior Citizen Shared Ride Program

Q. Must I have the exact fare or can the driver give me change?

A. You need to have the exact fare as the driver will not be able to give you change. When you make your reservation, just ask the reservationist how much the fare is so you will have the exact amount.

Q. How can I learn more about the group trips that are available in my service area?

A. Call TransNet's Shared Ride department and they will send you a copy of the events for the month. If you have access to a computer, go to TransNet's website where you will find Calendars for Group Trips on the Shared Ride Program page.

Medical Assistance Transportation Program

Q. Where do I call to cancel a ride?

A. Before 8:00 a.m. on the day of your trip, you can call the transportation company directly. Make sure to get the name of the person who takes your cancellation at the transportation company. After 8:00 a.m., call TransNet and we will make sure your ride is cancelled.

Q. When I need to schedule Medical Assistance transportation to a doctor's appointment for my child, do I make the reservation in my name or my child's name?

A. Schedule the transportation in your child's name since he/she is the person with the doctor's appointment.

TransNet

Member Companies

Bux-Mont Transportation Services Co.
Willow Grove

Main Line Transit Service, Inc.
Bridgeport

Mid County Transportation Services, Inc.
Lansdale

Norristown Transportation Co.
Norristown

Tri County Transit Service, Inc.
Sanatoga

Valley Paratransit Service, Inc.
Sanatoga



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