

Frequently Asked Questions



Senior Citizen Shared Ride Program

Q. How long does it take to receive my I.D. card for the Shared Ride Program?

A. After you submit your registration form and proof of age, you should receive your I.D. card and information packet within one week.

Q. I have difficulty driving at night. How can I find out if the Shared Ride service is available in the evening?

A. In your information packet there is a letter about the Shared Ride service hours in your area. If you do not have this information, please call TransNet's Shared Ride department and they will send you a copy of the service hours in your area or you can call the phone number on the back of your card.

Medical Assistance Transportation Program

Q. How am I reimbursed if I use public transportation or a private car?

A. All persons who are eligible for the MATP may be reimbursed for the cost of public transportation if they use it to travel to and from medical services. This includes reimbursement for a SEPTA monthly pass. If you use a private car, mileage reimbursement is also available at .25/mile and for parking fees and tolls. For more information visit our website at www.suburbantransit.org and click on Services or call 215-542-RIDE (7433) to obtain a reimbursement form. You will receive your reimbursement check about 1 week after you submit your request.

Q. My doctor signed a form stating that I can travel on public transportation if I travel with an escort. Does TransNet reimburse the cost of the fare for my escort?

A. Yes. TransNet will reimburse the public transit fare for an escort who travels with you to your medical appointments.



Union Meeting Corporate Center
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TransNet

Member Companies

Bux-Mont Transportation Services Co.
Willow Grove

Main Line Transit Service, Inc.
King of Prussia

Mid County Transportation Services, Inc.
Lansdale

Norristown Transportation Co.
Norristown

Tri County Transit Service, Inc.
Sanatoga

Valley Paratransit Service, Inc.
Sanatoga



SUMMER 2005

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TransNet News

SUBURBAN TRANSIT NETWORK NEWSLETTER

TRANSNET CELEBRATES 25 YEARS

As TransNet approaches the 25-year milestone in its journey, it is important to look back at our beginning to see how far we have traveled over the years.

TransNet grew from a pilot project conducted in 1978 to develop a coordinated human service transportation system using existing taxicab companies in Montgomery County. Out of one concept has grown an organization that can be proud of the wide variety of transportation services we provide. Not only are we helping senior citizens and disabled individuals get where they need to go, we are also contracting with school districts, colleges and private companies to provide specialized transit services and commuter shuttles. Our conscious effort to diversify our services in the late 1980's has enabled us to continue to grow by expanding our funding base.

We have also grown internally, from a small office in Norristown to our recently renovated and expanded office in Blue Bell. We have a sophisticated, state of the art, computer network that enables us to streamline our services as well as produce detailed operating reports. Our staff now includes quality assurance and risk management personnel whose job is to ensure that we are providing safe, reliable and high quality transportation service. We have a customer service staff that respond quickly to any service issues and initiate remedial steps to prevent the situation from occurring in the future. Our drivers are carefully screened and receive comprehensive training to prepare them to provide excellent and professional service. TransNet's fleet is subject to a preventive maintenance program that guarantees that all of our vehicles are safe and well maintained.

In 1980 TransNet provided 264,000 trips/year with a fleet of 120 sedans and 28 vans. This year we are proud to provide nearly 800,000 trips/year with a diversified fleet of 58

sedans, 115 vans and 71 mini-buses. We have experienced tremendous growth in the last 25 years and plan to expand even more in the coming years. With our focus on marketing our existing senior citizen service, we have seen our registrations for that program more than double in the last 2 years by adding more than 7,000 new senior citizens. Active ridership in that program has grown by 13%. We are successfully marketing new services to businesses so that these contracts now equal 33% of our annual revenue.

We see great things in TransNet's future as we continue to be an integral part of the transit picture in Montgomery County and bordering counties. We face the obstacles of rising gasoline and insurance costs that every transit company is experiencing but we are intent on overcoming those obstacles as we move forward on our journey.

CUSTOMER APPRECIATION WEEK

The week of April 18th was TransNet's Customer Appreciation Week. Complimentary TransNet bags were distributed during the week as a way to say "Thank You" to all of our loyal customers.



George Johnson (Bux-Mont driver), thanks Cecelia Braddock (left) and Maybell Maddox (right) for riding with TransNet.

2005 CUSTOMER
SURVEYS

Look for our 2005 customer satisfaction surveys, which should be arriving in the mail shortly. We want to hear from you! This is your opportunity to make suggestions or nominate that special driver for an award. Be sure to return the survey by the deadline.

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).



DAVITA, INC. – THINKING OUTSIDE OF THE BOX!

Walking across the length of a football field is not a big deal - in fact it's a good way to get some exercise – unless it's cold, wet and covered with ice.

Davita, Inc., a national provider of dialysis services, had a shortage of teammate parking at their office building in Berwyn. To overcome this problem, Davita made arrangements to share their parking lot with another company adjacent to their facility. This seemed like a great solution and a win/win situation for both companies – that is until the weather turned cold.

Davita teammates would find it not only inconvenient but also treacherous to trudge through the ice and snow. A second obstacle now faced Davita... getting teammates to and from the adjacent parking lot safely.

Jason Corea, Facilities Supervisor at Davita, contacted TransNet wondering if TransNet could provide a solution for Davita's dilemma on a seasonal basis. A transportation professional at TransNet explained that although we usually have long-term contracts for shuttle services, we were also very willing to assist a company on a short-term basis. After listening to Mr. Corea's problem and the goals he hoped to achieve, an assessment was completed and a schedule was developed for Davita.


Mr. Corea stated "As part of a new parking initiative, we needed to arrange to have our teammates park at an alternate location. TransNet provided a shuttle service to and from our facility during the months of January through April. The drivers were courteous, prompt and professional during this transition, making this an overall pleasant experience."

During the four months that the shuttle service was operational, TransNet was able to provide over 6,200 trips to and from Davita's office building to the adjacent parking lot. Best of all, TransNet was able to coordinate this service so that it was cost-effective for Davita. By contracting with TransNet, Davita demonstrated the core value of service excellence to their teammates and that they cared about their needs and TransNet was able to provide a quality service to a new customer.

Congratulations to Davita, Inc. for thinking outside of the box!

KUDOS

 Congratulations to our Board Secretary, Leo Bagley, Associate Director of the Montgomery County Planning Commission. Leo was the recipient of the Transportation Champion Award presented by the Partnership Transportation Management Association at their Annual meeting on June 17th.

 The following drivers recently completed the "Train the Trainer" certification course at TransNet. They are George Johnson, Bux-Mont Transportation, Stephanie Young, Mid County Transportation and Marliese Santangelo, Norristown Transportation. All TransNet Driver Trainers were honored at a luncheon on June 16th at the Olive Garden in Montgomeryville.

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 Dumont, Information Systems Director
Judith Dempsey, Fiscal Director
Roseann Strang, Program Manager

GROUP TRIPS CAN BE FUN!

Why not organize a group of your friends for an afternoon outing? With a minimum of 6 riders, group trips are available from the following areas for individuals who are registered for our senior citizen Shared Ride Program:

Eastern Montgomery County

Center City Philadelphia
Montgomery Mall
King of Prussia Mall
Franklin Mills

Norristown Area

China Inn, Trooper
Northtowne Plaza
Plymouth Meeting Mall
Metroplex
King of Prussia Plaza

Main Line Area

King of Prussia Mall

North Penn Area

Hillcrest Shopping Center
Airport Square
English Village
Montgomery Mall
Merry Mead Farm

Western Montgomery County

Kohls
Giant
Marshalls
Coventry Mall
Walmart
Red Lobster

VISIT OUR WEBSITE FOR MORE DETAILED INFORMATION OR CALL 215-542-7433.

BOARD OF DIRECTORS NEWS

Many thanks to Mary Lloyd, former Director of the Foster Grandparents of Montgomery County, for the 10 years she served as a TransNet Board member. Her contribution was invaluable and we wish her well in her retirement.

Welcome to new Board members, Robyn Garis, Vice President of Commerce Bank and Pennsylvania Representative Eugene McGill, 151st District. Ms. Garis is a former Board Member of the Partnership Transportation Management Association. Representative McGill is a member of the House Transportation Committee and a staunch transportation advocate. We are excited to have these new additions to our Board of Directors.

EARN A FREE ROUND TRIP

Do you know someone who is over the age of 65 and could benefit from using the Shared Ride Program? If so, you may be eligible to receive a free round trip if you refer that person to TransNet. Just complete, detach, and mail this form. When the new rider takes the first trip, we will send you a **free trip coupon!**

I referred the following new rider to TransNet: _____
Please send me my free trip coupon after the first ride is taken.

MY NAME _____ ADDRESS _____
DATE _____ PHONE # _____

Mail to: TransNet, 980 Harvest Dr., Suite 100, Blue Bell, PA 19422

Letters of Appreciation for TransNet Services

I wish to commend Ms. Rosann Strang at TransNet for her tremendous support and professional expertise in helping me to coordinate transportation for a medically complicated member. She walked the extra mile with me to solve the transportation problem, which allowed our member to receive the best care possible for his medical conditions. She is to be commended and both the member's father and myself are deeply grateful. She has made a difference. Thank you.

Mary M. O'Neill Mantey,
R.N.

Keystone Mercy

I wanted to send this note of commendation for TransNet driver, Jacqueline Hadrick. Often, I think we take for granted the wonderful services of TransNet drivers. Jackie is such a dependable worker with a sunny disposition. I can't think of a better person to serve in her role. Once my elderly mother almost lost her balance and fell. Jackie's agility and quick thinking avoided catastrophe. Please know of our deep gratitude.

Tim Cwiek
Plymouth Meeting

Thank you for the wonderful service that you provide. The drivers, especially John Mulhern, are marvelous. I am so impressed and grateful with the service as well as the Adult Day Care Center in Souderton. You cannot imagine the relief and comfort I have knowing that my mother is being well taken care of. Thanks again and please let your drivers know how much they are appreciated!

Jacki Ruiz, Schwenksville