



# Shared Ride Program User Guide

**TransNet**  
SUBURBAN TRANSIT NETWORK, INC.

suburbantransit.org  
(215) 542-7433



# Welcome to the...

## Shared Ride Program

We are pleased that you have registered for the Shared Ride Program. The Shared Ride Program is a service provided to residents of Montgomery County who are 65 years of age or older. Funding for this program is made available through the Pennsylvania State Lottery.

This service is designed to offer transportation service at a reduced rate as long as the service is provided on a shared, cost-effective basis. Since it is a shared-ride service, it is the transportation provider's responsibility to try to group trips as much as possible.

To make your travel arrangements with us a positive experience, please follow these simple instructions.

## Service Availability

Hours and days of service will vary depending on your transportation provider. Standard hours of service are 5 a.m. to 8 p.m.\*, Monday through Saturday. Sunday service is available in some areas of the county.

To determine your service area, please refer to the map on the back of the User Guide. Areas of service are determined by where you live and are designated with colors for your convenience.

*\* Note: Shared Ride service in some areas of the county may not be available during these days or hours. Exceptions may be made for trips for critical medical and employment purposes.*



# Shared Ride Program

## Schedule Trips

**To make your reservation, call any of the telephone numbers on the back of your new ID card, which is enclosed.**

Reservations must be made at least one (1) day and up to two (2) weeks in advance, between the hours of 7:30 a.m. and 3:30 p.m. Reservations for Saturday, Sunday and Monday must be made by Friday before 3:30 p.m.

When scheduling your ride, please have the following information available:

- Telephone number of your destination
- Full address of your destination
- Entrance of building (if more than one)
- Special accommodations for wheelchair, walker, or other mobility aide. If a person is traveling in a wheelchair, the type of wheelchair must be identified at this time. (The transportation provider reserves the right to assess the wheelchair and home access to determine if transportation can be provided safely.)
- Any cognitive or physical impairment and the type of assistance required

## Schedule Return Trips

If you did not schedule a time for your return trip when you made your reservation, please call one of the telephone numbers on the back of your ID card when you are ready to go home. **If the return pickup entrance location is different from the original drop off location, please tell the reservation agent at the time of your call for return.** (Please do not tell the drivers, as they cannot change the pickup location.)

# Welcome to the...

## Cancellations

To cancel your trip, please call one of the numbers on the back of your ID card. If a trip is not cancelled within 2 hours of your scheduled pickup, you will be charged the **100% fare of your trip.**

## Passenger Assistance

Drivers are required to offer curb-to-curb service. Curb-to-curb service is defined as assistance to embark and disembark the vehicle.

Door-to-door service is also available upon request. This assistance includes allowing the passenger to take the driver's arm, pushing a wheelchair, carrying four (4) grocery bags (20 lb. limit) and opening the entrance door. (Door-to-door service is defined as assistance from the vehicle to the door or entrance of a home or building. Drivers are NOT permitted to enter apartment buildings, homes or medical facilities.)

Drivers are required to confirm that all passengers have properly secured their seatbelt. If a passenger is unable to secure his/her seatbelt, the driver is required to offer assistance with the securement. Persons riding in a wheelchair will be secured with a seven-point securement system available on all of our lift-equipped vehicles.

Persons riding in wheelchairs must have and use a lap belt in addition to our securement system. TransNet will provide temporary lap belts for use on the vehicle until a passenger can obtain their own. Lap belts are available for purchase by contacting TransNet at 215-542-7433 (RIDE).



# Shared Ride Program

## Rider Responsibilities

All residences and facilities must have easy access for persons who have mobility impairments. Access must be paved, cleared of snow and ice and have either a level or ramped surface.

Rider must be ready for pickup 15 minutes before or after the scheduled time. Please allow for this in your scheduled plans.

A rider who is not ready or at their designated pickup point will be considered a “no-show” and will be charged the 100% fare before another ride is scheduled. Drivers will only wait 5 minutes within the 15 minute window.

Riders who require assistance beyond the assistance that TransNet offers are required to provide and travel with an escort. If an escort is approved for a rider, the rider must always travel with an escort. (Escorts can be a family member or friend.)

## Customer Service

Your satisfaction with our service is important to us. All service comments should be directed to TransNet at (215) 542-7433, Option 7; or ask the driver for a “comment card” and mail it to:

Shared Ride Department  
Suburban Transit Network, Inc.  
980 Harvest Drive, Suite 100  
Blue Bell, PA 19422

If you have a concern, it is helpful to contact us as soon as possible. Please provide us with as much detail as possible, such as date, time, destination, driver’s name and transportation provider.

All concerns will be documented and investigated. You will be notified of any follow-up actions via telephone or written response.



# Welcome to the...

## Additional Services

If you want to organize a special trip to a specific location or event, contact TransNet to see if it can be arranged.

A representative of TransNet can be scheduled to address an organization, club, or special meeting. A minimum of approximately 15 people in attendance is needed.

TransNet also provides service for the Persons with Disabilities (PWD) program for persons between the ages of 18 to 64, who qualify (not based on income) and a limited discounted service for people who are aged 60-64.

TransNet offers the opportunity for you to receive a trip reminder call the day before and/or the same day. When scheduling your trip please let the reservation agent know that you would like this service.

**For more information about these programs, call (215) 542-7433 and select option 3, and then option 5.**



# Shared Ride Program

## Helpful Hints

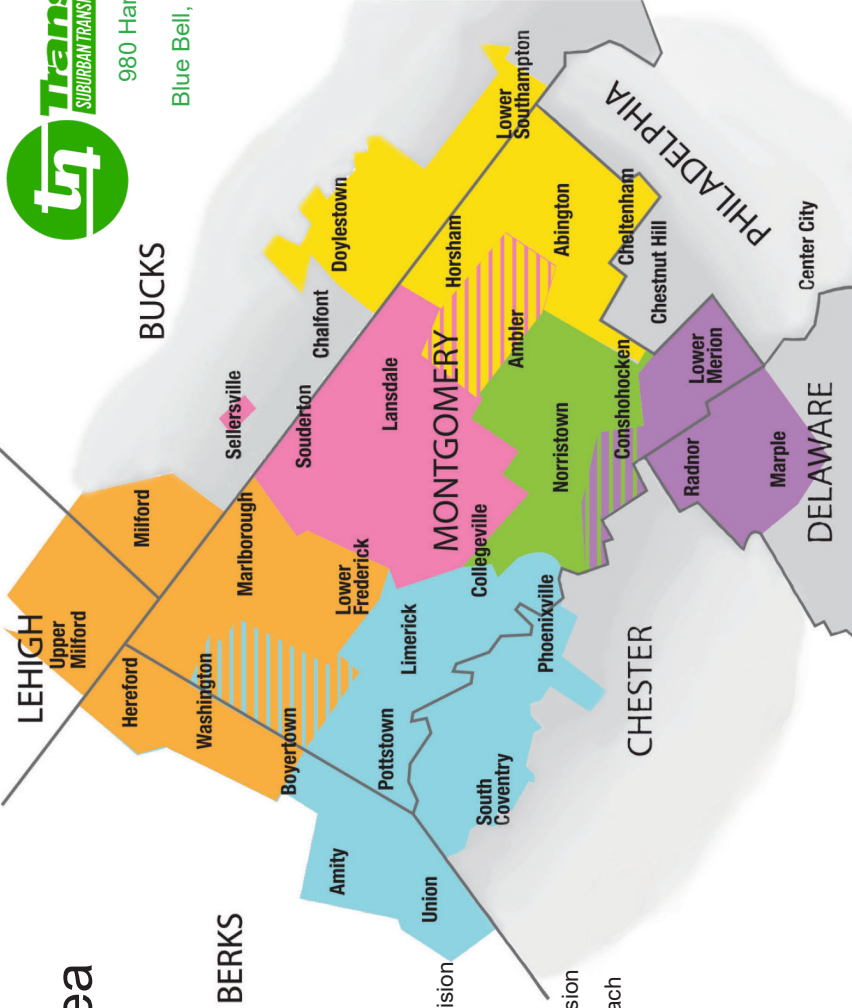
- When calling to schedule a ride or to cancel a ride, inform the reservation agent that you are registered for the Shared Ride Program.
- If you wish to be transported with the least amount of delay, AVOID morning and afternoon “rush hours”.
- If you want to know how much your trip will cost, ask the reservation agent at the time you schedule your trip.



## Transportation Providers

- Bux-Mont Transportation Services Company
- Easton Coach Company
- Main Line Transit Service, Inc.
- Tri County Transit Service, Inc.
- Valley Transit Service, Inc.

# Service Area Map



- Bux-Mont Transportation
- Easton Coach / Mid County Division
- Bux-Mont or Easton Coach
- Main Line Transit
- Easton Coach / Norristown Division
- Main Line Transit or Easton Coach
- Tri County Transit
- Valley Transit
- Tri County Transit or Valley Transit
- Limited Service



980 Harvest Drive  
Suite 100  
Blue Bell, PA 19422

[www.suburbantransit.org](http://www.suburbantransit.org)

(215) 542-7433 (RIDE)