

RIDER'S GUIDE

Providing Transportation in Rural Pierce County

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Providing Transportation in Rural Pierce County

Do you need transportation to:

Work?

Shopping?

Medical appointments?

Other destinations?

If you are a senior (over age 65), a youth (age 12 to 17), a person with a disability, or a low income resident, living outside of the Pierce Transit service area, in rural Pierce County, you may be eligible for free transportation services from your home to the nearest bus stop.

The service area in rural Pierce County includes:

Graham, South of 224th and East of Meridian, Kapowsin, McKenna, Roy, Eatonville, Ashford, Elbe, Orting, South Prairie, Buckley, Burnett, Carbonado, and Wilkeson.

To register, call 1-800-562-0336 or 253-798-7658

HOW IT WORKS...

Shared Ride system

Your trip will be scheduled on a “shared ride” transportation system. You may have your ride “grouped” with that of other riders. The vehicle may stop to let other riders on or off before it reaches your destination. This may affect your estimated pick up or drop off time.

When possible, connections will be made with Pierce Transit. You may also request connection with L.E.W.I.S. Mountain Transit, InterCity Transit, King County Metro, or Sound Transit.

Eligibility

To complete the eligibility process call:

1 - 800-562-0336 or 253-798-7658

People who are over age 65, or age 12 to 17, people with disabilities, and people with low incomes may be eligible for the services, if you live in rural Pierce County, outside the Pierce Transit borders.

Ride Requests

All rides are based on reservations.

To schedule a ride, call Paratransit Services, Inc. Customer Service during regular business hours at **1-800-651-6057**.

Regular business hours are Monday through Friday, 9am to 5pm.

All rides must be requested during regular business hours, at least 24 hours before the ride is needed.

Rides are offered 7 days a week.

Scheduling a Ride

You may begin requesting rides through ***Beyond the Borders*** once you have completed the eligibility process by telephone.

To schedule a ride call Paratransit Services, Inc. Customer Service during regular business hours (Monday through Friday, 9am to 5pm) at **1-800-651-6057**.

Information to Give a Scheduler

- Your name.
- The date you wish to travel.
- The street address and phone number of your destination.
- The time you wish to be picked up. If your trip is for a scheduled appointment, also provide the appointment time.
- If you plan to connect with public transit, provide the time you need to be at the bus stop if you know it, or ask for help to determine the schedule.
- If you will use a mobility aid such as wheelchair, extra large wheel chair, walker, scooter, or the lift, tell the scheduler.
- If a Personal Care Attendant, a companion, or a service animal will ride with you, tell the scheduler.
- The time you will be ready for your return trip.

Scheduling Your Return Trip

Tell the scheduler what time you think you'll be ready to return and where to pick you up. If you won't be ready to leave at your scheduled time, please call. Rescheduling is based on driver availability.

Be Ready to Go at the Pickup Time

When you call to reserve your ride, you will be given a pickup time. You can expect the ride to arrive up to an hour before your scheduled pickup time. By being ready when your ride arrives, you help keep everyone on schedule.

How Long Will My Ride Wait?

When your ride arrives, the driver will wait **no more than five (5) minutes**. If you are not ready when the ride arrives, the driver may have to leave without you. If the driver leaves without you, it counts as a "no show" for that ride.

Late Ride Arrivals

Drivers do their best to pick you up at the requested time. Sometimes traffic conditions, weather, road construction or unexpected events may delay your ride. Please allow extra time when planning your trip.

The driver is not considered "late" until they have not arrived for more than 30 minutes after your requested return time. (If you are on a shared ride it could be longer). If your ride has not arrived after 30 minutes, call Paratransit Customer Service at **1-800-651-6057** to inquire about your ride.

Cancellations

To cancel a ride, you must **call at least two hours before your scheduled pick-up time** or it may count as a **“No Show.”**

Customer Service is available for cancellations and information 24 hours a day.

It is best to call **1-800-651-6057 during business hours** (M-F, 8am to 5pm) to cancel a ride. If you call after business hours, there is limited staff and the wait will be longer. **Be sure to identify yourself as a “Beyond the Borders” rider.**

Drivers cannot cancel, change or schedule rides for you. It is your responsibility to call Customer Service with those requests.

No Show

The term “No Show” is applied to a rider who fails to meet the driver at the agreed upon time or location. No Shows are time-consuming and costly, and they delay services to other riders.

Preventing No Shows

When a rider does not cancel at least two hours in advance or is not available to board within five minutes, he/she is considered a No Show.

You Can Prevent No Show Situations By:

- Reviewing dates, times and addresses with the scheduler to be sure information is correct;
- Calling Paratransit and cancelling your ride as soon as you know you no longer need it;
- Cancelling at least two hours in advance of the scheduled pick up time;
- Being prepared to board on time or within five (5) minutes after the ride arrives.

Suspension from Services

If you have three (3) “no shows” or engage in inappropriate interaction with customer services staff, drivers, or other riders you may be suspended from transportation services. Warning notices and notices of suspension will be mailed to you.

You may be suspended from services for up to thirty (30) days for a violation after a warning. After two (2) suspensions, you will no longer be eligible for services.

Appealing No Shows and Suspensions

Contact Paratransit (1-800-651-6057) to appeal No Shows and Suspensions. Any pending suspension is placed on hold until the appeal is resolved.

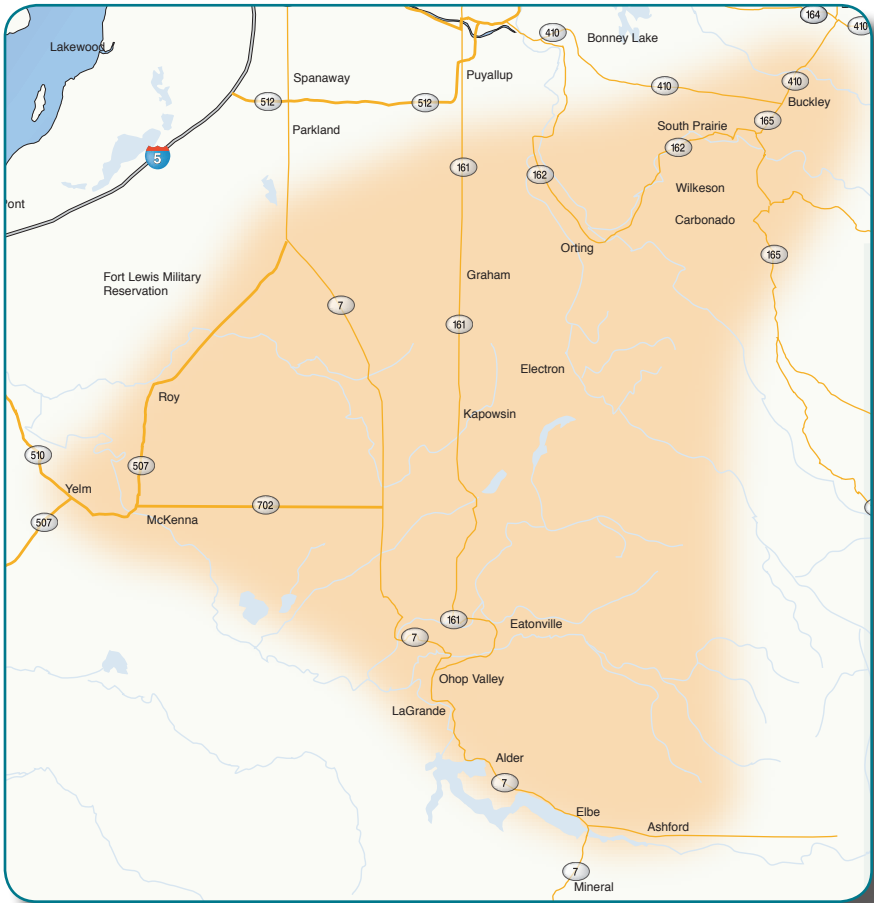
Complaint Process

You may call Paratransit at 1-800-651-6057 to file a complaint. You may ask Paratransit or your driver for a copy of the complaint process. You may also leave a message on the complaint line at 1-800-925-5438 ext 747 or send a written complaint to:

Paratransit Services, Inc.
410 Auto Center Way, Suite 2
Bremerton, WA 98312”

Map of Service Area

The Beyond the Borders service area is highlighted in orange.



CONNECTIONS

When possible you will be transported from your pick up point to the nearest Pierce Transit bus stop. You may also request connection with L.E.W.I.S. Mountain Transit, InterCity Transit, King County Metro, or Sound Transit.

(See schedules on pages 13 -14, or online at www.piercetransit.org or www.piercecountyrides.org)



www.piercetransit.org

Pierce Transit Customer Services – (253) 581- 8000

Pierce Transit Shuttle Reservations – (253) 581-8000

Pierce Transit TDD for hearing impaired – (253) 582-7951



L.E.W.I.S. Mountain Transit 1-800-994-8899



www.soundtransit.org

Sound Transit Customer Service – (888) 889-6368

Sound Transit TTY (888) 713-6030



www.intercitytransit.com

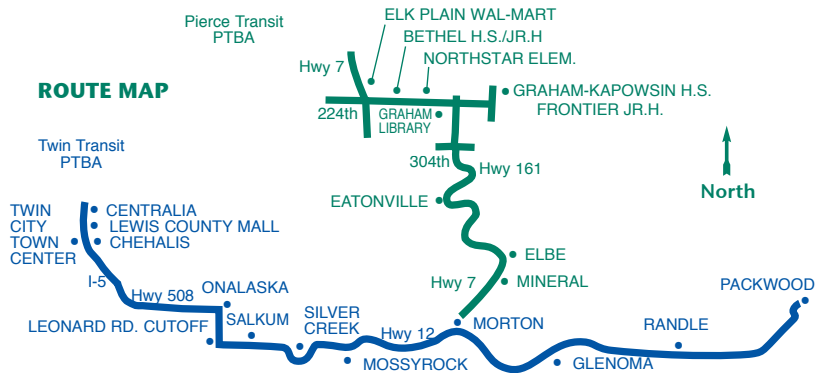
InterCity Transit Customer Service 1-800-287-6348

InterCity Transit Dial-A-Lift 1-800-244-6846

InterCity Transit TTY for hearing impaired (360) 943-5211

L.E.W.I.S Mountain Highway Transit

This Monday - Friday service is open to the public, including those who ride Beyond the Borders. The cost to ride is \$2. For more information, call 1.360.496.5404 or 1.800.994.8899. See the schedule on the following pages.



Pierce Transit fixed route buses meet this service on Mountain Highway at 224th and the Elk Plain Wal-Mart. For Americans with Disabilities Act (ADA) access on the Morton to Elk Plain route, contact Beyond the Borders at 1-800-561-6057 or 253-798-7658



L.E.W.I.S Mountain Highway Transit

	Northbound Service		
	Trip 1 North	Trip 2 North	Trip 3 North
MORTON Chevron Station	5:45 am	1:10 pm	3:55 pm
MINERAL Mineral Store	6:05 am	1:30 pm	4:15pm
ELBE Mall	6:13 am	1:38 pm	4:23 pm
EATONVILLE Milltown Mall	6:29 am	1:54 pm	4:39 pm
BARNEY'S CORNER Meridian & Eatonville Cutoff	by request only	by request only	by request only
304TH & MERIDIAN Kapowsin Corner	by request only	by request only	by request only
KAPOWSIN Orting HS/ Frontier Jr. HS	6:51 am	2:18 pm	5:01 pm
MERIDIAN 224th	6:52 am	2:19 pm	5:02 pm
P.C. LIBRARY 224th	6:54 am	2:21 pm	5:04 pm
NORTHSTAR ELEM 224th	6:56 am	2:23 pm	5:06 pm
BETHEL HS & JR. HS 224th	7:00 am	2:27 pm	5:11 pm
FRED MEYER 224th & Hwy 7	7:01 am	2:28 pm	5:11 pm
HWY 7 Elk Plain Wal-Mart (arrival)	7:05 am	2:32 pm	5:15 pm

L.E.W.I.S Mountain Highway Transit

	Southbound Service		
	Trip 1 North	Trip 2 North	Trip 3 North
HWY 7 Elk Plain Wal-Mart (departure)	7:22 am	2:35 pm	5:30 pm
FRED MEYER 224th & Hwy 7	7:26 am	2:39 pm	5:31 pm
BETHEL HS & JR. HS 224th	7:27 am	2:40 pm	5:35 pm
NORTHSTAR ELEM 224th	7:31 am	2:44 pm	5:39 pm
P.C. LIBRARY 224th	7:33 am	2:46 pm	5:41 pm
MERIDIAN 224th	7:35 am	2:48 pm	5:43 pm
KAPOWSIN Orting HS/ Frontier Jr. HS	7:36 am	2:49 pm	5:44 pm
304TH & MERIDIAN Kapowsin Corner	by request only	by request only	by request only
BARNEY'S CORNER Meridian & Eatonville Cutoff	by request only	by request only	by request only
EATONVILLE Milltown Mall	7:58 am	3:11 pm	6:06 pm
ELBE Mall	8:14 am	3:27 pm	6:22 pm
MINERAL Mineral Store	8:22 am	3:35 pm	6:30pm
MORTON Chevron Station	8:42 am	3:55 pm	6:50 pm



RIDER RESPONSIBILITIES

Please remember, your ride is your responsibility. All passengers are expected to behave in a manner respectful and considerate of other passengers and the driver. The following passenger code of conduct must be followed to ensure safe and efficient rides for everyone.

Code of Conduct

for the safety and comfort of all riders:

- Please be ready when the vehicle arrives to pick you up.
- Be sure your address is visible from the street, or provide detailed directions so the driver can locate the pick-up point.
- Please cancel unwanted rides as soon as possible.
- All riders are required to wear a seat belt.
- Travel with a Personal Care Attendant (PCA) if you need one.
- Be responsible for all of your own personal items.
- Eating is **not** allowed in the vehicles.
- Beverages in open containers are **not** allowed in the vehicles.
- No smoking is allowed in the vehicles.
- No one may intentionally disturb others by engaging in loud, unruly, or harassing behavior.
- Radios, tapes or CD players must be played thru earphones so sound is limited to an individual listener.

Pick-up Locations

Be sure your address is visible from the street, or provide detailed instructions about how to find the pick-up point.

If your appointment/pick up location is at a large facility, an outside entrance will be used.

You will be dropped off and picked up at the same entrance, unless you schedule it otherwise. Please watch for the vehicle and try to make it easy for the driver to find you.

Seat Belts

All riders are required to use seat belts. To ensure passenger safety, each seating position is equipped with a seat belt. Riders in wheelchairs must also use the wheelchair safety restraints installed in the vehicle. Child Safety seats are required for children when appropriate and should be provided by the rider.

Inclement Weather

In the event of extreme weather conditions (rain, snow, ice, wind, etc.), call Customer Service (1-800-651-6057) the morning of your ride to confirm that the provider is able to transport you. Safety is a priority and you will not receive a ride if it is not safe.

Emergency Service

Beyond the Borders is not an emergency or urgent transportation service. **In the event of emergency, please call 911.**



Personal Care Attendant

A Personal Care Attendant (PCA) is someone who travels with and helps a rider who is unable to travel alone. The PCA provides any assistance the rider may need.

Riders must provide their own PCA. Drivers **cannot** assist as a PCA.

Some reasons a rider must have a PCA:

- It is medically necessary;
- The rider uses a wheelchair and must go up or down more than one step;
- The rider needs help carrying or operating portable oxygen.

Please let us know during the eligibility determination process if you will be using a PCA.

Please be sure to tell the scheduler if you will be using a PCA. This information will guarantee a place for him or her to ride with you. All PCA's must be approved before they can accompany you.

A PCA may ride with you at no charge. The PCA must board and disembark at the same place as the rider.

Service Animals

Service Animals are welcome to ride in vehicles used in the Beyond the Borders program. You are responsible for the care and supervision of your animal while on board, and you will be expected to comply with all animal control laws.

Groceries

Riders may carry up to two (2) bags of groceries, if space is available. Drivers will not be able to help with carrying groceries.

Luggage

Riders and their PCA's may each take up to two pieces of luggage plus a carry-on bag. Drivers will not handle luggage. Please be sure to tell the scheduler if you intend to bring luggage.

Oxygen

Personal oxygen tanks may be transported. The driver will secure the tank, but **cannot** operate the tank mechanism.

Other Items

The drivers' ability to handle other items is limited in consideration of the safety and space needed for riders. For safety reasons we can not transport items such as lumber or furniture.



CUSTOMER COMMENTS AND COMPLAINTS

Customer Comments

Customer comments, both positive and negative, are an important part of the process by which ***Beyond the Borders*** evaluates its services. People desiring to make comments may contact Beyond the Borders at Pierce County Community Services in person, by telephone, by fax, by email, or by mail:

Beyond the Borders

Pierce County Community Services

3602 Pacific Ave, Suite 200

Tacoma, WA 98418

1-800-562-0336

Telephone: 253-798-7658

Fax: 253-798-3776

Email: mtully@co.pierce.wa.us

Customer Complaints

Customer complaints regarding ***Beyond the Borders*** ride service should be submitted to Paratransit Services, Inc. Complaints may be submitted by telephone, fax, email, or U.S. mail.

Paratransit Services, Inc.

4810 auto Center Way, Suite 2

Bremerton, WA 98312

Telephone: 1-800-651-6057

Fax: (360) 377-6017

Email: acr@paratransit.net

Travel Options in Pierce County

You can find out more about the transportation options in **Pierce County at the Pierce Coordinated Transportation Coalition (PCCTC)** website www.piercecountyrides.com.

The **United Way of Pierce County** also provides information about transportation resources in Pierce County. You can get information at www.uwpc.org or by calling “2-1-1.”

You can plan a trip on public transit by going to the **Pierce Transit** website www.PierceTransit.org and using the “**Trip Planner**” feature, or by calling **1-800-562-8109** for assistance in planning a trip on public transit anywhere in the Puget Sound Region.

Learn to Ride the Bus with the Bus Buddy Program

Beyond the Borders offers free rides to the nearest bus stop. You can learn to ride the bus with help from the **Bus Buddy Program**. This service offers personalized, one on one training that will give you a safe introduction to using public transit.

A bus buddy will walk you through the steps to plan a trip. If you qualify for a reduced fare, the bus buddy will help you understand how to fill out the application. The bus buddy will also ride with you on your trip.

For more information about the **Bus Buddy Program** call **Catholic Community Services** at **253.502.2741**.





Providing Transportation in Rural Pierce County