



**TransNet**  
SUBURBAN TRANSIT NETWORK, INC.

# Shared Ride Program User Guide

215-542-7433  
[suburbantransit.org](http://suburbantransit.org)



# Welcome to the Shared Ride Program

We are pleased that you have registered for the Shared Ride Program. This service is provided to residents of Montgomery County who are 65 and older, and is funded through the Pennsylvania State Lottery.

This service is designed to offer shared, cost-effective transportation at a reduced rate for riders. As such, it is the transportation provider's responsibility to try to group trips as much as possible.

To make your travel 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.

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 county areas may be unavailable during these days or hours. Exceptions may be made for trips for critical medical and employment purposes.*



## Schedule Trips

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

Reservations must be made at least one (1) day and up to two (2) weeks in advance, between the hours of 8:00 a.m. and 3:30 p.m. Reservations for Saturday 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 arrange for your return trip when you made your reservation, please call one of the numbers on the back of your ID card when you are ready to go home.

**If a return pickup entrance is different from the original drop off location, it is important to tell the Customer Service Representative when you call for return.** (Drivers are unable to change the pickup location.)

## 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 may be charged **100% of your trip fare**.

## Helpful Hints

- When booking or cancelling your trip, inform the Customer Service Representative that you are registered for the Shared Ride Program.
- To minimize transportation delays, AVOID morning and afternoon “rush hours” when planning your trip.
- Be prepared with the correct fare by confirming the amount with the Customer Service Representative when you schedule your trip. Note that you will need to pay the driver for each ride (i.e. once to get to your destination and again on your return ride.) You may have different drivers each way.

## 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.

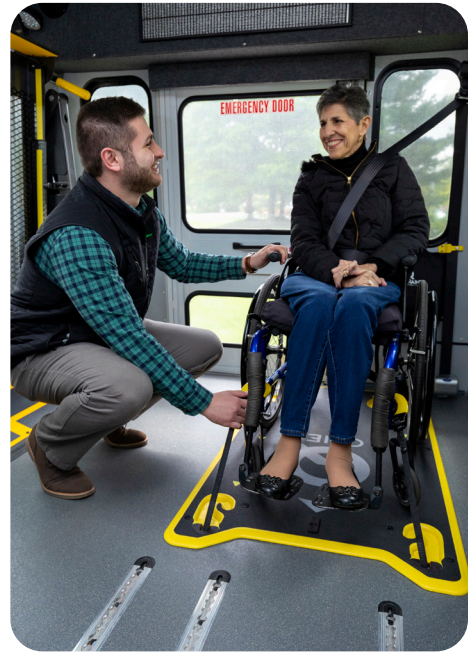
Door-to-door service is available upon request. This assistance includes allowing the passenger to take the driver’s arm, pushing a wheelchair, carrying four (4) grocery bags (20 lb. limit) and opening the entrance door. (Door-to-door service is defined as assistance from the vehicle to the door or entrance 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 assist with securement.

## Passenger Assistance (Continued)

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 the passenger can obtain their own. Lap belts are available for purchase by contacting Customer Service at 215-542-7433 (RIDE).



## Rider Responsibilities

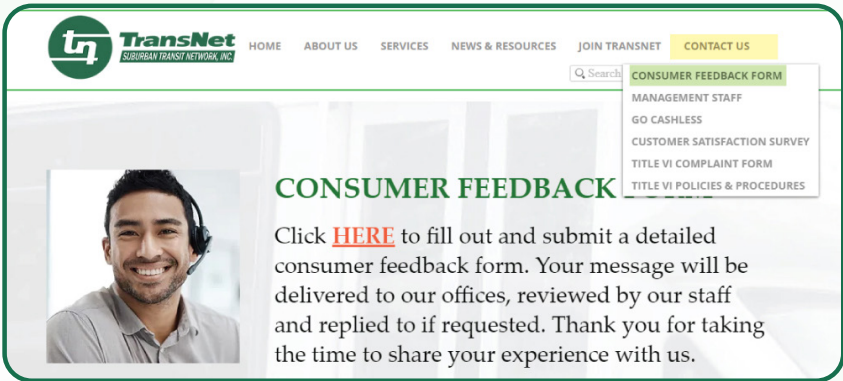
All residences and facilities must have easy access for persons who have mobility impairments. Access must be paved, cleared of snow and ice and have either a level or ramped surface.

Rider must be ready for pickup 15 minutes before and 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 may be charged the 100% fare before another ride is scheduled. Drivers will only wait 5 minutes within the 15-minute window, and they are unable to call you from the vehicle.

Riders who are in need of more assistance than TransNet can provide are required to obtain their own Personal Care Assistant. If a Personal Care Assistant is approved for a rider, the rider must always travel with their Assistant. (Personal Care Assistants can be a family member or friend.)

# Customer Service

Your satisfaction is important to us. You may submit service comments on our website at [suburbantransit.org](http://suburbantransit.org) by selecting **CONTACT US** from the Home Page Menu, then **CONSUMER FEEDBACK FORM**.



The screenshot shows the TransNet website header with navigation links: HOME, ABOUT US, SERVICES, NEWS & RESOURCES, JOIN TRANSNET, and CONTACT US. A search bar is visible. The main content area features a large image of a smiling man wearing a headset, with the text "CONSUMER FEEDBACK" overlaid. Below the image, it says "Click [HERE](#) to fill out and submit a detailed consumer feedback form. Your message will be delivered to our offices, reviewed by our staff and replied to if requested. Thank you for taking the time to share your experience with us." A dropdown menu is open, showing options: CONSUMER FEEDBACK FORM, MANAGEMENT STAFF, GO CASHLESS, CUSTOMER SATISFACTION SURVEY, TITLE VI COMPLAINT FORM, and TITLE VI POLICIES & PROCEDURES.

You may also call TransNet at (215) 542-7433 (RIDE) and select Option # 7 to register your service comment.

Should you need to correspond with us via U.S. Mail, please use this address:

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

If you have a concern, please contact us promptly with as much trip 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 phone call or written reply.

## Transportation Providers

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



## Additional Services

- When scheduling your trip you have the option to request an automated next-day or same-day trip reminder call. Please let the Customer Service Representative know if you would like this service.
- If you would like to set up a diminishing balance account for cashless fare payment, we can assist you with linking a new or existing PayPal account to your TransNet travel.
- TransNet also provides Persons with Disabilities (PwD) service 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 staff are able to assist you with information and registration for additional transportation programs which are available to Senior Citizens, Persons with Disabilities (PwD) and Low-Income Individuals. These include Pennsylvania Department of Transportation (PENNDOT) and the Medical Assistance Transportation Program (MATP) resources. You may also find details on these programs online at [findmyride.penndot.pa.gov](https://findmyride.penndot.pa.gov).
- TransNet provides group trips to special events. Contact a Customer Service Representative to see if your request can be arranged.
- TransNet staff are available to provide information to your organization or club, or to attend an event. Please call (215) 542-7433 (RIDE) for details.

**To learn more about these and any of TransNet's services, call (215) 542-7433 and select option 3, then option 5.**

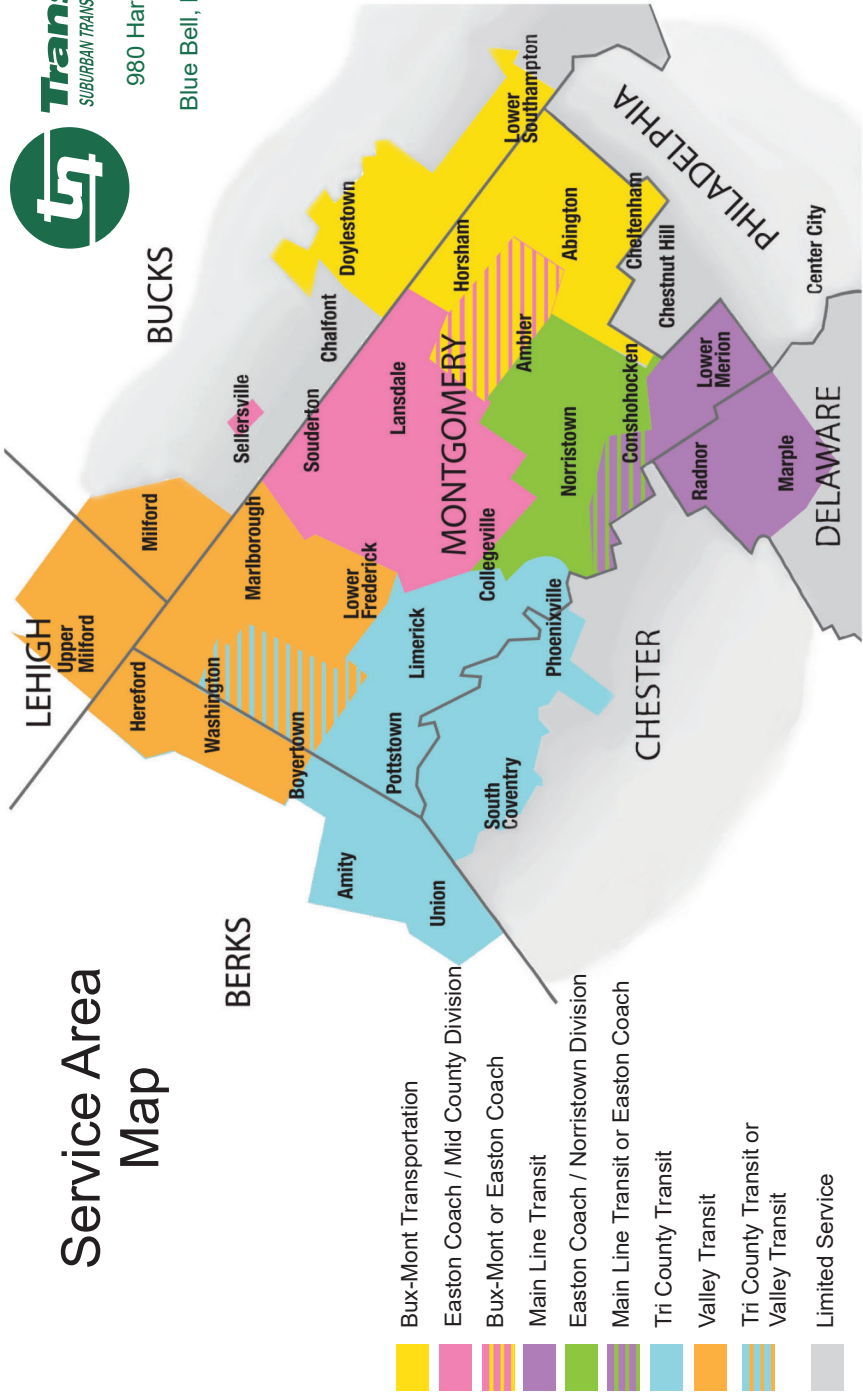
**Thank You For Riding With Us!**

# Service Area Map



**TransNet**  
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