

PIERCE TRANSIT SHUTTLE INFORMATION GUIDE *for* CAMP LOTS OF FUN PARTICIPANTS

Registration: All Camp Lots of Fun participants, in need of transportation, must complete the SHUTTLE Presumptive application form to enroll. Once enrolled, please review the information below on how to use SHUTTLE. To obtain an application, please call (253) 581-8000.

SHUTTLE Fare Information: The cost of a one-way SHUTTLE ride within Pierce County is currently \$1.75 cents. Fares are subject to change. You may pay your fare with cash or a monthly pass. You must pay a fare or show your current pass each time you board a SHUTTLE vehicle. *Operators do not carry change so be prepared to pay exact fare.*

Scheduling a Trip (2 options):

- **Standing Ride:**

You may request Standing Ride transportation for the entire program by calling Customer Service (253) 581-8000.

- **Calling in to make a reservation for each day**

To make a SHUTTLE reservation call (253) 581-8000. Reservation hours are 8:00 a.m. to 5:00 p.m. seven days a week including holidays. ***You may request trips between one and five days in advance.*** Be sure to schedule your return trip(s) during the same call. SHUTTLE is a shared ride service and trips must be grouped for maximum efficiency. Your pick-up times may be scheduled up to 60 minutes earlier or later than your request. When scheduling your trip please provide:

- Your name, phone number, and complete pick-up address, including apartment and/or building name/number.
- The exact address of where you want to go (for example, Discovery Primary at 2001 Milton Way, WA).
- Time(s) and date(s) you would like to travel, and include any appointment times you might have.
- If a personal care attendant, guest, or service animal will be riding with you.
- Whether you will be using an aid (for example, wheelchair, walker, oxygen).

Canceling a Trip: It is important to call SHUTTLE to cancel your trip(s) as soon as you know the trip won't be needed. **To cancel, call SHUTTLE Returns/Cancellations at (253) 581-8000.**

Please be sure to cancel both ends of your trip if needed. Customers must cancel their trip(s) no later than two hours before their scheduled pick up time.

No-Show: A no-show occurs when a SHUTTLE vehicle arrives within the designated pick-up time, and the customer is either not there or no longer wants to take the scheduled trip, and did not call to cancel. ***Customers who incur 2 no-shows will no longer be eligible to receive transportation to Camp Lots of Fun.***

Personal Care Attendant (PCA): If you cannot be left alone, either onboard SHUTTLE or at your destination, please arrange for a PCA to travel with you. A PCA is someone designated or employed to provide assistance, such as a nurse, family member, or care provider. Customers are responsible for providing their own PCA. PCAs ride free and must board and de-board at the same location as the SHUTTLE customer.

Traveling by SHUTTLE: SHUTTLE has a 30 minute pick-up (arrival) window. When the vehicle arrives during this window, **operators can only wait 5 minutes for you to board.** To avoid delays, missed appointments, and no-show penalties, please be ready to go when the vehicle arrives to pick you up.

Please be advised that you will be left alone on the SHUTTLE vehicle while our operators assist other customers. You will be dropped off at your destination, even if someone is not waiting for you. We cannot wait with you until someone arrives.

All SHUTTLE passengers must wear seatbelts.

Comply with safety rules. All customers must comply with safety rules, which include not smoking, eating, or drinking in SHUTTLE vehicles, and not playing radios or other noise-generating equipment. Firearms or weapons of any type, hazardous or flammable liquids, explosives, acid, or any other items likely to cause harm to others are also prohibited. Any article that could spill or has an offensive odor must be effectively sealed to prevent odor from escaping, or the contents from spilling.

Service Hours and Area: SHUTTLE is comparable to regular bus service and is a shared-ride system that provides door-to-door service or in some instances transportation to transit centers or stops to connect with bus service. SHUTTLE provides service to locations within 3/4 of a mile of any local Pierce Transit bus route and is provided during the same hours as fixed route bus service in the same area.

If you live outside the service area, you will need to find your own way to a location inside the service area to meet SHUTTLE. SHUTTLE staff will work with you to identify the best pick-up and drop-off points. **To determine whether a specific address is within our service area, please call SHUTTLE Customer Service at (253) 581-8000.**



For further information about these or other Pierce Transit SHUTTLE policies you may go to www.piercetransit.org.

