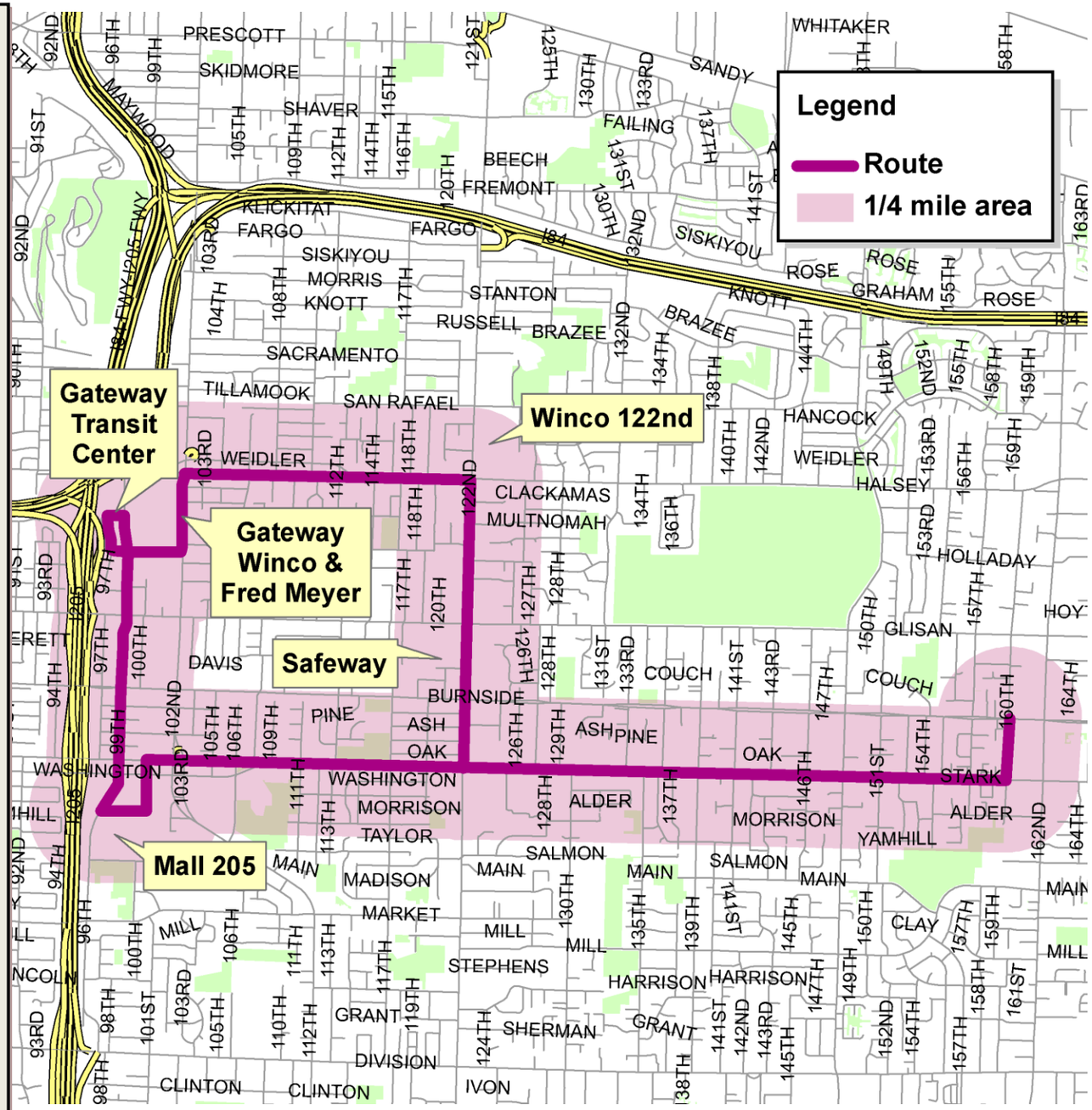
Frequently Asked Questions

I do not live near the route. Can I still use the RideAbout?
Yes. RideAbout is open to anyone age 60 or older and people with disabilities. You can meet the RideAbout bus at the Gateway Transit Center or any address within ¼ mile of the route.

Can you pick me up or drop me off somewhere that is not a shuttle stop?
We may be able to provide a trip for you on the shuttle or with one of our volunteer drivers. Please call **503-226-0700** to make a request. We recommend that you call at least four days in advance.

Can I bring someone with me?
You can bring someone with you. When you are requesting a trip please let us know you will be bringing a guest.

Is RideAbout accessible?
All RideAbout vehicles are equipped with ramps or lifts and can accommodate most mobility devices.



Friday Hazelwood/Gateway Area

A Partnership of

Ride Connection

Metropolitan Family Service

MIDCOUNTY RIDE ABOUT

503.226.0700

Friday Hazelwood/Gateway Area Schedule:

160th and Burnside Area	Pickups start at 9:00 AM	**Safeway**	11:05 AM
148th and Stark Area	Pickups start at 9:15 AM	148th and Stark Area	11:15 AM
Safeway	9:30 AM	160th and Burnside Area	11:30 AM
106th and Stark Area	Pickups start at 9:45 AM	**Mall 205**	11:40 AM
Mall 205	9:55 AM	**Gateway Transit Center**	11:50 AM
Gateway Transit Center	10:10 AM	**Gateway Winco/ Fred Meyer**	12:00 PM
Gateway Winco/ Fred Meyer	10:20 AM	106th and Stark Area	12:10 PM
104th and Halsey Area	Pickups start at 10:30 AM	148th and Stark Area	12:20 PM
Winco 122nd	10:45 AM	160th and Burnside Area	12:30 PM
		Safeway	12:45 PM
		Winco 122nd	12:55 PM
		104th and Halsey Area	1:10 PM

Pick up times are approximate. Please be ready to board at the estimated time. If you live near the route and would like to join us on a trip, please give us a call at **503-226-0700**. We recommend that you call at least four days in advance to be sure you get a seat. We would love to have you come along!

How to RideAbout: RideAbout provides shuttle and individual transportation for adults 60 and older and people with disabilities in the Portland area.

As a customer, you can expect:

- You will be treated with dignity and respect by all staff and volunteers who contact you.
- Your personal information will be treated as private and confidential.
- We will do our best to meet your needs, within the parameters of the service.
- Service will not be denied based on income, gender, ethnicity, national origin or sexual orientation.
- You can report a problem without fear of service being discontinued.

When using RideAbout we ask that you:

- Treat staff, volunteers and other riders in a respectful and courteous manner.
- Be ready to go at agreed upon times. For shuttle trips, we recommend that you be waiting at the stop 5 minutes before the scheduled stop time.
- On shopping trips, limit grocery bags or items to three bags. If you need to buy more, check with your driver or concierge about space on the vehicle.
- Call the Service Center if you make alternate plans or no longer need a requested ride.

Thank you for choosing RideAbout as one of your transportation options. We want to hear from you. Please call us at **503-226-0700** to request a ride or if you have a question, suggestion or concern. RideAbout is a complimentary service. Donations are encouraged but not required.