

Frequently Asked Questions

I do not live at one of the shuttle stop buildings. Can I still use the RideAbout?

Yes. RideAbout is open to anyone age 60 or older and people experiencing a disability. You can meet the RideAbout bus at the stop closest to your residence.

Can you pick me up or drop me off somewhere that is not a shuttle stop?

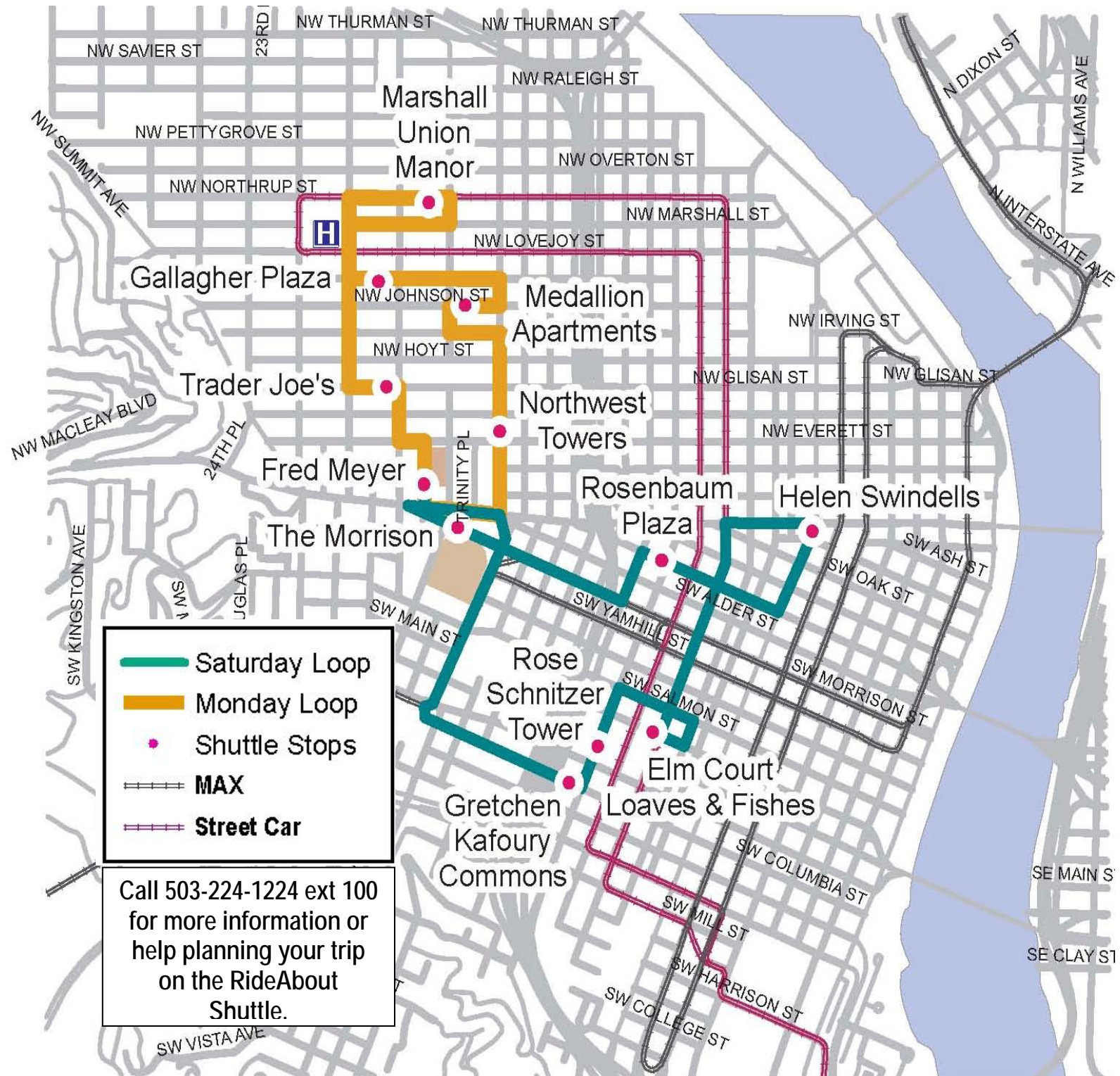
We may be able to provide a trip for you on the shuttle or with one of our volunteer drivers. Please call **503-221-1224 ext 100** a few days ahead to make a request.

Can I bring someone with me?

You can bring someone with you. If you are requesting a pick-up or drop-off for a non-shuttle stop location, 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.



A Partnership of



**DOWNTOWN
RIDEABOUT
503.221.1224**



Monday						
Marshall Union Manor	9:30 AM	10:15 AM	11:00 AM	12:15 PM	1:30 PM	2:15 PM
Gallagher Plaza	9:35 AM	10:20 AM	11:05 AM	12:20 PM	1:35 PM	2:20 PM
Medallion Apartments	9:40 AM	10:25 AM	11:10 AM	12:25 PM	1:40 PM	2:25 PM
Northwest Towers	9:45 AM	10:30 AM	11:15 AM	12:30 PM	1:45 PM	2:30 PM
Fred Meyer	9:50 AM	10:35 AM	11:20 AM	12:35 PM	1:50 PM	
Trader Joes	10:00 AM	10:45 AM	11:30 AM	12:45 PM	2:00 PM	
Saturday						
Gretchen Kafoury Commons	9:30 AM	10:30 AM	11:30 AM	1:00 PM	2:00 PM	
Rose Schnitzer Tower	9:35 AM	10:35 AM	11:35 AM	1:05 PM	2:05 PM	
Elm Court Loaves & Fishes	9:45 AM	10:45 AM	11:45 AM	1:15 PM	2:15 PM	
Helen Swindells	9:55 AM	10:55 AM	11:55 AM	1:25 PM	2:25 PM	
Rosenbaum Plaza	10:05 AM	11:05 AM	12:05 PM	1:35 PM	2:35 PM	
The Morrison	10:10 AM	11:10 AM	12:10 PM	1:40 PM	2:40 PM	
Fred Meyer	10:15 AM	11:15 AM	12:15 PM	1:45 PM		

Times are approximate.

How to RideAbout

RideAbout provides local trips, shuttle and individual transportation for adults 60 and older and people experiencing 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 two 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 and 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 NWPM at **503-221-1224 ext 100** to request a ride or if you have a question, suggestion or concern. RideAbout is a complimentary service. Donations are encouraged but not required.