

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?

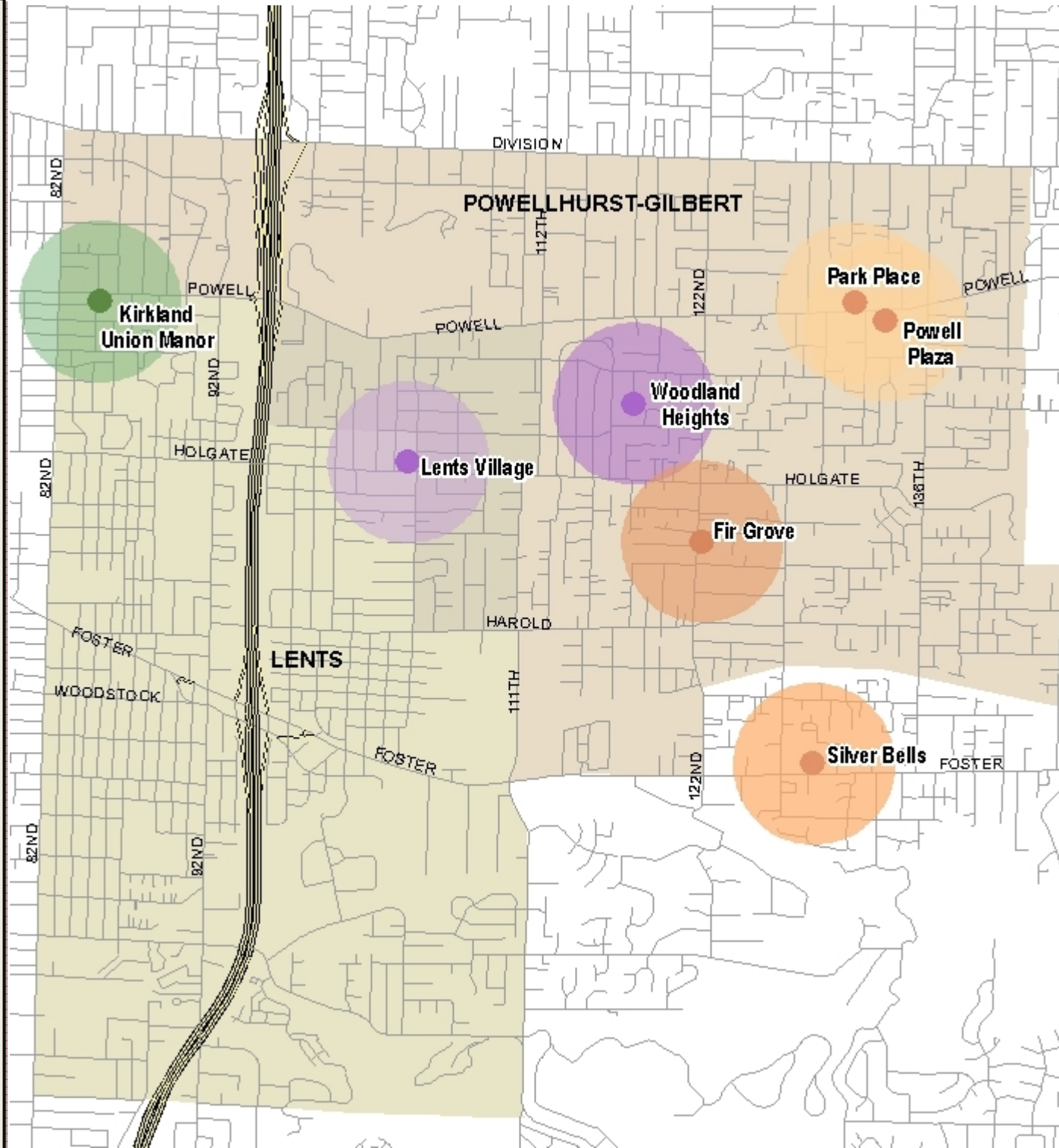
We may be able to provide a trip for you on the shuttle or with one of our volunteer drivers. Please call **503-226-0700** a few days ahead to make a request.

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?

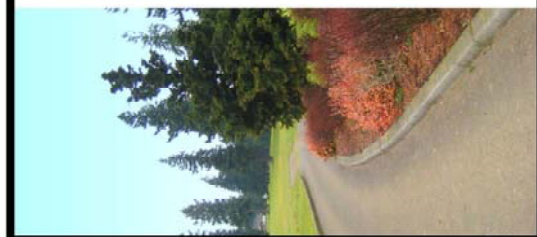
All RideAbout vehicles are equipped with ramps or lifts and can accommodate most mobility devices.



Thursday Lents /Powellhurst-Gilbert Area

MID-COUNTY
RIDEABOUT
503.226.0700

A Partnership of



Thursday Lents / Powellhurst-Gilbert Area Schedule:

If you live at or near:	Pick up time at your home is:	Destinations and return pick up times are as follows:	You will arrive home at:	
Kirkland Union Manor	8:30 AM	➔ Fubonn Market (9:55 AM return pickup) Food 4 Less (10:05 AM return pickup)	Kirkland Union Manor	10:15 AM
Woodland Heights	9:00 AM	➔ 1st, 3rd and 5th Thursdays: Fred Meyer (10:25 AM return pickup) 2nd and 4th Thursdays: Food 4 Less (10:25 AM return pickup) Every Thursday: Eastport Plaza & WalMart (10:30 AM return pickup)	Lents Village	10:55 AM
Lents Village	9:05 AM		Woodland Heights	11:05 AM
Fir Grove	11:15 AM	➔ Winco on 122nd Avenue (1:05 PM return pickup) Midland Library (1:10 PM return pickup) Roman Russian Food Store (1:20 PM return pickup)	Powell Plaza & Park Place	1:25 PM
Silver Bells	11:25 AM		Silver Bells	1:35 PM
Powell Plaza & Park Place	11:35 AM		Fir Grove	1:40 PM

Pick up times are approximate. Please be ready to board at the estimated time. If you live near any of the residential facilities listed and would like to join us on a trip that serves the facility closest to you, please give us a call at **503-226-0700**. We would love to have you come along too!

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.