



June 14, 2011

Effective October 2, 2011, Pierce Transit will implement a fixed route service reduction that may affect your ability to travel on SHUTTLE.

Why the changes to SHUTTLE services?

The Pierce Transit Board of Commissioners approved a final 15% service reduction scheduled for October 2, 2011, which will be the second phase of a 35% total reduction in service to address the agency's budget shortfall. The first permanent reduction of 20% of fixed route bus service occurred on June 12, 2011. The budget issues were brought on by the economic recession and loss of Proposition 1 in February 2011.

The Pierce County Public Transportation Benefit Area Corporation, known as "Pierce Transit," is mandated through the Americans with Disabilities Act (ADA) and the Federal Transit Administration to provide paratransit service (SHUTTLE) comparable to fixed route service in both the hours and days of operation.

What has changed?

Effective October 2, 2011, Pierce Transit will implement a fixed route service reduction that may affect your ability to travel on SHUTTLE. Pierce Transit does not offer SHUTTLE service outside our regular fixed route bus service area. Fixed route service changes have reduced the availability of SHUTTLE service in some parts of Pierce County. No trip requests will be accepted for service outside the new boundaries or during hours when fixed route service is not offered.

SHUTTLE Service Area

Pierce Transit's SHUTTLE service area is defined as that area within 3/4 mile on either side of all fixed routes where ADA paratransit (SHUTTLE) service is provided. SHUTTLE service will be available during all hours and days of fixed route service and/or standard operating hours. The SHUTTLE service area is subject to change based on fixed route service changes.

SHUTTLE Boundary Map & Hours of Service

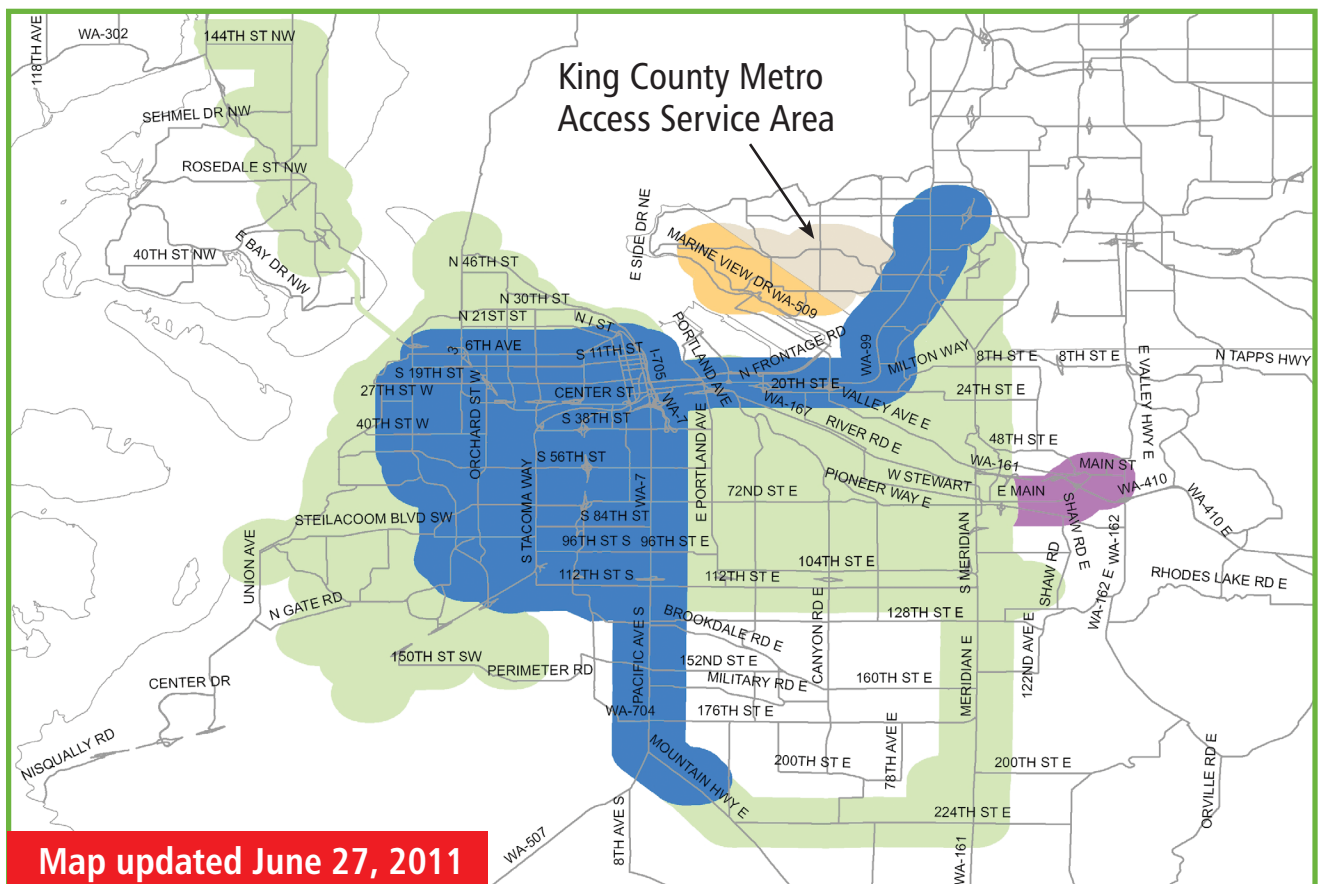
- Beginning and ending points of the trip must be within the designated 3/4 mile on either side of fixed route service during the days and hours the route operates. SHUTTLE service will strictly adhere to these 3/4 mile boundaries.
- Days and hours of service may vary depending on location.
- These times are subject to change based on changes that may occur during fixed route service changes.

- Travel times will be dependent on length of trip.
- Trips will be grouped together to achieve maximum efficiencies.
- Pick-up times may be scheduled up to 60 minutes earlier or later than your request.



If you live outside the service area you will need to make arrangements to make your way to a location inside the service area to receive SHUTTLE trips. SHUTTLE staff will work with you to determine the best pick-up and drop-off points. They can also help you make travel arrangements with adjoining transit agencies.

This map is for general informational purposes only to assist in identifying where fixed route service is provided as of October 2, 2011. Call us if you have questions about your service or if your trip is still within the eligible boundary. Customer Service Representatives are available to help you identify if your address or trip is still in the SHUTTLE boundary.



SHUTTLE Boundary around Routes 1, 2, 3 & 500

Weekdays 5am – 11pm
 Saturdays 6am – 11pm
 Sundays 7am – 9pm

SHUTTLE Boundary around Route 62

Weekdays 6 – 9am
 3 – 6pm

SHUTTLE Boundary around Route 409

Weekdays 6am – 6pm

SHUTTLE Boundary around most other Local Routes

Weekdays 6am – 9pm
 Saturdays 8am – 8pm
 Sundays 9am – 5pm



SHUTTLE Phone Numbers

Customer Service, Trip Requests, Returns and Cancellations	(253) 581-8100
Toll-Free Line for calls outside local calling area	1-800-841-1118
TTY for individuals with a hearing impairment	711
Eligibility	(253) 984-8216
SHUTTLE Customer Comment Line	(253) 983-3400

If you would rather mail a request for review of your address or trip information, mail to:

Pierce Transit SHUTTLE
Attn: Service Area Review
PO Box 99070
Lakewood WA 98496-0070

We recognize that the reduction and modifications to service are very difficult for many of our passengers and our community. To help you with your transportation planning needs, we are also providing information, listed on the next page, on other resources that may be available to assist you.

Lynne Griffith
Chief Executive Officer
Pierce Transit

Claudia Thomas
Chair
Pierce Transit Board of Commissioners



Other Transportation Resources

Transportation resources are available in Pierce County to help you investigate your transportation options. Following are potential resources to contact if you need help:

WIN211 – Washington Information Network: By calling 2-1-1 you will be able to access a variety of essential services. A Referral Specialist will help connect you with health, transportation, human service information and referrals.

Contact: 2-1-1 or (253) 572-4357 | 1-800-572-4357 | win211.org

Find-a-Ride: Find-a-ride is a gateway to transportation options in the Puget Sound area. It includes a searchable database to help you find transportation in the Central Puget Sound Region.

Contact: 1-800-201-4900 | findaride.org

Paratransit Services: You may be eligible for transportation to/from medical appointments if you are eligible for DSHS Medicaid Insurance.

Contact: 1-800-925-5438 | paratransit.net

Road to Independence Ride Service: The Road to Independence program provides free rides to low income and special needs clients in East Pierce County and South King County. All riders must be referred to the program by his or her case manager.

Contact: (253) 826-0624 | 1-800-664-4549 Ext. 7886 | piercecountrysides.com

Beyond the Borders: A transportation service that provides free transportation for seniors, youth, persons with disabilities, and low income residents who live outside Pierce Transit's service area in South Pierce County. This service provides transportation to the nearest transit center or bus stop.

Contact: (253) 798-2864 | 1-800-562-0336 | piercecountrysides.com

Catholic Community Services:

Volunteer Chore Services: VCS provides assistance to those who do not qualify for assistance elsewhere or do not have family and friends available to help. VCS uses volunteer drivers to provide transportation to the grocery store or to medical appointments.

Contact: (253) 502-2741 | 1-800-372-3697 | ccsww.org

Mustard Seed: In partnership with VCS, the Mustard Seed Project has recruited volunteer drivers to serve local seniors, disabled adults, and others in need of transportation in Key Peninsula.

Contact: (253) 884-9814 or (253) 884-2216 | themustardseedproject.org

Volunteer Veterans Transportation Program:

Volunteers drive sick and disabled veterans to and from VA medical facilities for treatment.

Contact: (253) 583-1343 Ext. 71343 | dav.org