

## Ride Connection SPOT Southwest Rider's Guide

*Ride Connection is a private nonprofit organization located in the Portland, Oregon metropolitan area, with a mission to link accessible, responsive transportation alternatives with individual and community needs. We are partnering with Washington County to launch SPOT Southwest, a no-cost, flexible transportation service designed to better connect residents of southwest Beaverton (including South Cooper Mountain, Murrayhill Sexton Mountain and Progress Ridge) and River Terrace in Tigard. Riders request a trip through an app, and a SPOT shuttle van picks them up and takes them anywhere within the service zone - plus a stop at Washington Square Transit Center for connections to TriMet services.*

*SPOT Southwest is a “shared-ride” on-demand service. This means that other riders with different destinations may be picked up and/or dropped off along the way to your destination. This can result in your trip taking longer than if you were to take a taxi/rideshare or drive yourself, so we recommended booking a trip early enough in advance.*

*Service is available to all members of the public seeking transportation within the service area Monday-Friday between the hours of 6:30 a.m. and 9:30 p.m.*

### **To request a ride:**

- Download the **SPOT Ride** app on the Apple App Store or Google Play Store.
- Create an account.
- Make your request in the app! Rides may be requested on the same day only.
- You may request the soonest available (on-demand) ride or schedule your ride later in the day by choosing either the time you would like to leave or the time you need to reach your destination.
- Watch your device to track your trip and receive notifications in real time. Your ride booking will specify a window time of approximately 10 minutes for pick-up. As it gets closer to the time of your ride, you may receive an updated arrival time estimate. You will also receive a notification when your vehicle arrives. Updates are sent via SMS and the SPOT Ride app.
- If you are unable to use the SPOT Ride app, trips can be scheduled by calling 503-907-7768.

### **To change or cancel a ride:**

- If you made your trip request in the SPOT Ride app, please cancel your trip in the app. If you made your trip request by phone or are having trouble making the cancellation on the SPOT Ride app, please call 503-907-7768.
  - To update a trip request with new times or locations, you must cancel your original trip and submit a new request with the updated information.

- It is important to cancel unneeded trip requests. Excessive no-shows without cancelling may lead to service suspension (see “Service Suspension” below)

### **Customer Expectations**

- SPOT Southwest is a curb-to-curb service, meaning that Customers should expect to get picked up or dropped off near their exact origin and destination, but a short walk may be required, especially if the Driver cannot find a safe place to park.
- Please be ready to go when your Driver arrives. The SPOT Ride app may adjust the arrival time to reflect real-time traffic conditions, picking up/dropping off other riders, and other factors. We advise you to be outside waiting at your pick-up location 5 minutes before your pick-up window.
- When requesting a trip, include any mobility devices, service animals, or bicycles you’ll bring along.
- Include the number of guests who will be riding with you.
- Make sure there is a clear path and safe place for the SPOT shuttle van to park at your pick-up spot to ensure a smooth and safe pick-up.
- Fasten your seatbelt or notify the driver if you require assistance.
- Limit the number of carry-on items to 3. Items should be no larger than a standard grocery bag.
- Keep carry-on items out of the vehicle’s walkways and away from doors.
- Use headphones when listening to cell phones or other audio devices.
- Treat Drivers and other passengers respectfully.
- Smoking, open food and beverage containers, littering, disruptive or threatening behavior, and weapons are prohibited on vehicles.
- A service animal, trained to assist with tasks, may accompany you in the vehicle. The animal must remain under your control. When booking a trip, please choose “Accessibility” from your ride options and add a service animal or pet. Pets must be in crates.
- Children under 8 years must be accompanied by a responsible party.
- Riders with children must provide any required safety seats per Oregon law ORS 811.210. Any child under 40 lbs. must have a safety seat. A rear-facing seat is required for infants through 2 years old.

### **Drivers can:**

- Help fasten your seat belt, secure an oxygen tank and mobility device (walker, wheelchair, scooter) if needed.
- Provide non-weight bearing assistance onto or from the vehicle.
- Assist with loading/unloading small items from the vehicle upon request.

**Drivers cannot:**

- Provide physical assistance with walking, balance, etc.
- Carry any of your items to or from the vehicle and your destination.
- Operate the controls of a mobility device or oxygen tank.
- Assist with child seat installation or bicycle loading.
- Check you in or out for an appointment, accompany you into the exam room, or sign any release form.

**All Ride Connection Drivers meet these requirements:**

- Have a valid driver's license
- Have a good driving record
- Pass a DMV and criminal background check
- Receive training in defensive driving and passenger assistance
- Share Ride Connection's commitment to high quality customer service

**Holidays and Severe Weather**

Service is not available on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. On days with severe weather such as snow or ice, Drivers may not be able to reach your home or destination safely and service may be suspended until the weather improves. Other variables may affect service hours. Please check the SPOT Ride app or the Ride Connection website for the latest service updates.

**Service Suspension**

If Customers need to cancel a scheduled ride prior to being picked up, they may do so using the SPOT Ride app or calling 503-907-7768. However, excessive cancellations or no-shows (Customer is not at the pick-up location) may result in temporary suspension from SPOT Southwest service.

**Customer Support**

If you have trouble with the SPOT Ride app or have general questions, contact Ride Connection at 503-907-7768 for additional information about the transportation guidelines during business hours, Monday-Friday from 7:30 a.m. to 5 p.m.

**Thank you!**