

City of Puyallup TRANSPORTATION RESOURCE GUIDE

	FEE Cost for services range from \$-\$\$\$\$	APPLICATION PROCESS	WHEELCHAIR ACCESSIBILITY	DOOR-THROUGH-DOOR SERVICE AVAILABILITY	SERVICE AREA	LEVEL OF ASSISTANCE	WEIGHT LIMIT	ACCESSIBILITY/ MOBILITY TYPE	ACCESS POINT	CONTACT INFO	HOURS OF OPERATION
RIDE SHARE COMPANIES											
Uber	\$\$ - Fare subject to surge pricing and size/quality of vehicle.	None	Yes	Not available	Statewide. More service in non-rural areas.	None	Must verify with driver.	Uber XL may accommodate certain wheelchairs & walkers. Must verify with driver.	Any address	Smartphone app; if app is inaccessible, request online (requires a phone that can text & call)	24/7, driver availability may be checked prior to pickup.
Lyft	\$\$ - Priority pickup or wait & save. Fare dependent on Prime Time and size/quality of vehicle.	None	Yes	Not available	Statewide. More service in non-rural areas.	None	Must verify with driver.	Drivers are required by law and Lyft's policy to transport riders who use foldable mobility devices.	Any address	Smartphone app; if app is inaccessible, request online (requires a phone that can text & call)	24/7, driver availability may be checked online or through the app.
PRIVATE COMPANIES											
Taxi	\$\$	None	Yes	No	Statewide. More service in non-rural areas.	Minimal	Varies	Can order a wheelchair accessible van in more urban areas	Any address	Ace Taxi: (253) 445-0011 Stita Taxi: (206) 246-9999, stitataxi.com Graham Airport & Taxi Shuttle Service: (253) 444-0037	24/7, availability varies by location.
Non-emergency medical transportation providers	\$\$\$	None	Yes	Yes	Statewide	Full assistance (no stairs)	Varies	All	Any address	Around the Sound: (253) 858-7088, attrans.org NW Transport: (800) 600-9225 or (253) 216-5000, nwt1cabulance.com Pegasus Lifts: (253) 336-6444 or (800) 677-1480, pegasuslifts.com	24/7, availability varies by location.
VOLUNTEER/NONPROFIT											
Catholic Community Services of Western Washington	Free	Yes	Yes	Yes	Pierce County, also encompassing Port Angeles to Vancouver	Minimal	Varies	In and out of vehicle safely by themselves	Any address	(844) 851-9380 or dial 211 ccsww.org/get-help/services-for-seniors-people-with-disabilities/southwest-volunteer-transportation	Call 7 days in advance of appointment
PUBLIC PROVIDERS											
Pierce Transit - Bus	\$2.50	None	Yes	No	Pierce County	Minimal	None	Varies	Pierce Transit's service area (piercetransit.org/system-map)	(253) 581-8000 piercetransit.org/contact-us	See bus routes' hours
Pierce Transit - Shuttle	\$1.75	Yes	Yes	Yes	Pierce County	Some assistance	None	Varies	Pierce Transit's service area (piercetransit.org/system-map)	(253) 581-8000 piercetransit.org/contact-us	See bus routes' hours
Sound Transit - Bus	\$1.00	None	Yes	No	Pierce County	Minimal	None	Varies	Sound Transit's service area (soundtransit.org/get-to-know-us/our-brand/maps)	(888) 889-6368 soundtransit.org/help-contacts	See bus routes' hours
Sound Transit - Sounder	\$3.25- \$5.75	None	Yes	No	Regional	Minimal	None	Varies	Sound Transit's service area (soundtransit.org/get-to-know-us/our-brand/maps)	(888) 889-6368 soundtransit.org/help-contacts	See Sounder train's hours
Beyond The Borders	Free <i>For seniors, youth, persons with disabilities, and people with low income</i>	Yes: piercecountywa.gov/FormCenter/Human-Services-18/Beyond-the-Borders-Eligibility-Form-642	Yes	No	South and East Pierce County	None	700 lbs	All	Within 1 mile of a bus stop	Dial 211 piercecountywa.gov/4856/Beyond-The-Borders	Connector Bus Routes: M-F Summer>Bonney Lake 8am-4pm Spanaway>South Hill 6:45am- 4:45pm Door-to-Door Rides: M-S 6am-10 pm
United Way: Ride United	Free	Yes	Yes	No	Statewide	None	Varies	Varies	Any address	Dial 211 uwpc.org/helping-you-get-where-you-need-go, 211.org	Operated by Lyft. Hours of operation may vary.
Road to Independence	Free <i>For low income & special needs clients traveling to and from work</i>	Yes	Yes	No	South King County, North and East Pierce County	None	Varies	Varies	South King County, North and East Pierce County	(253) 778-7958 piercecountywa.gov/6859/COVID-19-Help	Mon-Fri 6am-6pm
Paratransit services	Free <i>Non-emergency medical transportation</i>	Medicaid	Yes	No	Statewide	None	Varies	Varies	Statewide	(800) 925-5438 wanemt.com	Mon-Fri 7am-3:30pm

Note: The above business references represent a category of services available in Pierce County. For your business to be listed, please contact the Puyallup Area Aging in Community Committee and stakeholder chair.

Ride share companies hire drivers who use their own vehicles to transport passengers. Typically these are similar to a taxi where there is a single rider in a vehicle but costs can be shared if passengers agree. Passengers pay for their own trips, though some medical providers/hospitals also arrange for/pay for trips using ride share companies. Ride share drivers are not heavily regulated.

Private companies hire drivers that use company vehicles to provide transportation. Passengers pay for their own transportation using private services. Occasionally, insurance may pay for a trip but there are restrictions on types of travel and companies that can provide the service. This type of travel is usually more personalized and provides a higher level of service for the fee. Most private companies can travel wherever the passenger needs to go. Companies typically have drivers certified in safety and securement, though it is good to ask or do some research.

Volunteer/nonprofit transportation services are provided by some charities as part of their mission services. Most are low or no cost to the passenger. Some may require the person who needs a ride to be part of their group or be receiving services through their programs. Most of these providers are limited in the scope of the area that they will transport and have hours limited by the hours volunteers are available.

Public providers are funded by cities, counties and states. That funding allows for less expensive rider costs by sharing transportation, riding on buses, shuttles and vans. Public transit only runs in the geographic area that funds its services (i.e. Pierce Transit only provides transportation in Pierce County). If a passenger needs to travel between counties, they must switch services. The exception is Sound Transit, which covers several counties but not all parts of the counties, mostly just the more populated parts of the county. Passengers pay for their own trips, though reduced cost passes are available if passenger meets criteria. Public transit is highly regulated for safety and other requirements.



A product of the Puyallup Age Friendly City Action Plan Transportation Task Force