



The goal of Road to Independence is to provide transportation and enhanced mobility to eligible participants in East Pierce County and South King County. The Puget Sound Educational Service District operates The Road to Independence WorkFirst Van Program that is designed to train low-income/Community Jobs participants as drivers. The drivers in turn gain work experience by driving the vans for a period of up to six months transporting eligible riders.

To qualify for transportation services with our program, riders must be considered low-income as determined by the Federal Poverty Guidelines, reside in a location in which there is limited and/or no public transportation available, and/or special need residents that would be unable to self transport to get to their pre-authorized destination by our guidelines.

Our hours of operation are from 6:00AM-6:00PM, Monday through Friday. We are closed on all major holidays. We operate ambulatory vehicles, only. Our drivers are in training and therefore are not able to exit their vehicles to assist riders.

The following guidelines are in place for all drivers and riders in our program:

- An appropriate agency or other approved referral source must refer all riders and driver trainees to the Road to Independence.
- Drivers do not exit the vehicles for any reason to assist riders.
- All riders must be prepared to be picked-up or dropped-off (30) minutes before scheduled time in order to coordinate these trips in the most effective and efficient manner.
- Drivers do not make stops that have not been pre-authorized by the PSESD dispatch office.
- If a client is consistently late and/or "No Shows" the PSESD will not continue their service until they have discussed and resolved the issues with the riders' case manager.
- All cancellations or schedule changes must be made 24 hours in advance.
- We strive to get all clients to their scheduled appointments on time.
- We allow a thirty (30) minute leeway on take home destinations.

It is the responsibility of the case manager to ensure their riders know the policies and procedures of the PSESD Road to Independence Van Program. Case managers also need to provide PSESD with an early hour contact number and have the ability to provide alternative transportation for their clients if a driver calls in sick and we are unable to transport their client. If the PSESD consistently has issues with the rider we may not accept future ride requests until all issues are resolved.

To inquire about our program, schedule or cancel a ride please contact Patty Justice at PSESD at (253) 826-0624.

If you have any further questions or concerns regarding the Road to Independence please call Jacqueline Mann at (800) 664-4549 ext. # 7886.

Riders can obtain a Client Comment Form, available in each van and submit it to:
Puget Sound Educational Service District
800 Oakesdale Avenue SW
Renton, WA 98057-1221
Attention: Jacqueline Mann

All complaints will be responded to within 24 hours.