



United Way of Pierce County



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Ride United: Frequently Asked Questions

What is Ride United?

Ride United is a program is to fill the unmet needs gap for transportation assistance. South Sound 2-1-1 offers on-demand Lyft rides when no other transportation option is available for Medical transportation, Employment transportation, and Public Benefit transportation.

What are the eligibility requirements for Ride United?

- Must be unable to pay for any other transportation options
- Must have no other transportation option available through friends, family, or community organizations
- Ride must originate in one of the following zip codes: 98404, 98405, 98408 , 98409, 98444

Are there income eligibility requirements?

No income requirement. Individuals must be unable to pay for any other transportation options.

What can I use Ride United to get to?

Medical Trips

- Medicare/Other Non-Emergency Medical Appointment
- Pharmacy/Prescriptions
- Non-Emergency Hospital Visit

Employment Trips

- Job Interview
- Job Training
- Job Fair
- Pre-Job Requirement (drug test, finger printing, food handler's card/ other required documentation)
- Work (one-time)

Public Benefits Trips

- Department of Social and Health Services
- Social Security Administration
- Rental Assistance Appointment
- Utility Assistance Appointment
- WIC Appointment
- Tax Preparation Services
- Financial Coaching
- Medicaid/CHIP Benefits Access
- Housing Benefits Access

How far can I travel with Ride United?

Trips can be up to 25 miles from zip code of origin (98404, 98405, 98408, 98409, 98444)

Can I schedule reoccurring appointments?

No. Ride United is able to provide one round trip ride per person.

How do I access Ride United?

Call 211 to be screened for eligibility.

What information is required to schedule a ride?

1. First and Last Name
2. Phone number
3. Pick up location
4. Drop off location

How do I schedule a ride to a place?

Once eligibility is confirmed, a ride will be scheduled and a confirmation text will be sent after the call. The text will include information about the driver, vehicle, and pick up time.

How do I schedule my return trip?

1. Return rides are scheduled through a Flexible Ride.
2. Riders will receive a link via SMS to request their return ride. The link expires after 24 hours. The link will open up in their default mobile web browser. From there, they will see the ride details (pick up and drop off location) and a "Request Lyft" button. They will click the "Request Lyft". They will be matched with a nearby driver.
3. Once a driver accepts the ride, the passenger will receive another text to be able to track their ride on a map as the driver is picking them up. The passenger will receive updates about their ride via SMS text.

Are children allowed to take Ride United?

Yes. For callers with young children the caller must provide their car seat or booster seat. Minors must be accompanied by a caseworker or parental guardian if under the age of 18.

Is Ride United wheelchair accessible?

Vehicles are not lift-equipped, but drivers can help load the car or transport mobility equipment if portable. Riders should be able to transfer from a wheelchair to a seat without assistance.

Can Ride United take me to multiple places?

No. Ride United is only able to provide one round trip to and from a single location.