

SCHEDULING A RIDE CONT.

Please call after 2:00pm the day before your scheduled trip to receive an estimated pick up time.

Keep in mind, the driver can be 15 minutes early or 15 minutes late and still be considered on time. Please be ready to leave when the driver arrives.

Drivers are authorized to stop only at scheduled stops. Any other stops need to be pre-approved and scheduled by the office.

CANCELLING YOUR RIDE

If you need to cancel your scheduled ride, please call Greene County Transportation at least one hour prior to your scheduled pick up at 724-627-6778 or 1-877-360-7433.

AIDES (ATTENDANTS) AND COMPANIONS

An aide or attendant is someone who physically or medically necessary to assist a passenger in using Greene County Transportation Services. An aide can ride free when accompanying an eligible passenger.

A companion is a person who travels with an eligible passenger. Unless the companion is also eligible for one of the programs, that person must pay full general fare.

At Greene County Transportation, We promise....

- ◆ A prompt response to your call for a reservation.
- ◆ Door-to-Door Service. Passengers who need and request assistance will receive it, from the door of their pick-up point to the door of their destination.
- ◆ A ride time no longer than 60 minutes in most cases.
- ◆ A timely pick-up, between 15 minutes before and 15 minutes after your scheduled pick-up time.
- ◆ A driver who is well-trained in defensive driving, passenger assistance, and sensitivity to people with special needs.

What Greene County Transportation does NOT provide

- ◆ Emergency transportation or ambulance service.
- ◆ Attendants or escorts for passengers.
- ◆ Assistance within residence.

Complaints / Commendations

If you have a complaint, we want to know about it. In order to respond, it helps to hear about something right away and in as much detail as possible. Please call us at 724-627-6778 or 1-877-360-7433. If we've done something right, call us about that, too.

PASSENGER RULES

If you are in a wheelchair, your chair must be secured by the driver. Drivers cannot take wheelchairs up and down steps or provide lifting assistance for passengers.

For the safety and comfort of all passengers, the following are prohibited:

- * Smoking, eating or drinking.
- * Standing or walking in a moving vehicle.
- * Operating a personal radio is prohibited, without earphones.
- * Fighting or using abusive language.
- * Passengers, who owe co-pay; must pay the driver upon boarding the bus.
- * EXACT CHANGE is required
- * Passengers must provide their own CHILD CAR SEAT or BOOSTER SEATS for your infants or children.
- * Passengers are expected to be cooperative, wear the seatbelts and demonstrate appropriate behavior at all times.

Services Hours

Monday-Friday

6:00 A.M. to 6:00 P.M.

(Most areas)

Except designated Holidays

(Pre-scheduled Dialysis trips will be transported on Holidays except Thanksgiving, Christmas, and New Year's Day)

Funding for the Transportation Program is provided by the Pa Department of Aging, the Pa Department of Public Welfare, the Shared Ride Program of the Pa Department of Transportation and Greene County Board of Commissioners



Passenger Guide



190 Jefferson Road
Waynesburg, Pa 15370

(724) 627-6778

Toll Free 1-877-360-7433

Fax: (724) 627-9463

www.co.greene.pa.us

Greene County Transportation Program



Do you have someplace to go?

The Greene County Transportation Program transports eligible riders to and from destinations in and around the Greene County area. The program is available to anyone that lives in the Greene County area.

There are a number of ways to qualify for Greene County Transportation Program Services. Inside are brief descriptions of each of the programs under which an individual may be eligible for transportation.

Services Provided Shared Ride, Door to Door Advanced Registration

Greene County Transportation Program is a Shared Ride Program that means you will likely be riding with other consumers, and that other consumers may be picked up and dropped off before you reach your destination. In most instances, no one rides for more than an hour, but the trip may take longer if you were going by yourself and passengers need to plan accordingly.

Greene County Transportation Program provides Door to Door services for any consumers that request assistance. You may receive assistance between the door of your pick up and the door of the destination. However, Drivers cannot take a wheelchair up or down multiple steps or provide lifting assistance for passengers. All Greene County Transportation vehicles are 100% wheelchair accessible.

All passengers must be registered with Greene County Transportation before using our services and advance registrations are required.

SHARED RIDE FOR OLDER ADULTS

Any Greene County Residents age 60 and over, who is traveling to a senior center and / or Adult Day Care, will travel at no charge. These trips are paid for by the Pennsylvania Shared Ride Program, Pennsylvania Lottery and Area Agency on Aging.

Free trips to senior centers and discounts for medical trips are subsidized by the Southwestern Pa Department on Aging. Other trips require a consumer co-pay.

PERSON WITH DISABILITIES

Any Greene County resident age 18-64 years of age with a qualifying disability under the Americans with Disabilities Act can become registered to use this service and can request a trip. A fare co-pay is charged to the passenger for this program. When applying you will need one of the following forms of documentation to verify proof of eligibility:

- * Proof of your disability from a physician
- * Proof of any disability defined by the Americans with Disabilities Act (ADA).

MEDICAL ASSISTANCE TRANSPORTATION

Individuals or families who qualify for the Medical Access card are covered 100% by the Medical Assistance Transportation Program (MATP). This covers transportation to and from medical or dental providers that accepts an access card.

You cannot use MATP:

- * If you need emergency ambulance
- * Non-medical trips such as shopping or social activities
- * To obtain medical care that is not covered by Medical Assistance

MEDICAL ASSISTANCE TRANSPORTATION MILEAGE REIMBURSEMENT

You can also sign up for mileage reimbursement if you use your own car or find someone willing to give you a ride. Greene County Transportation must offer consumers the least expensive and most appropriate form of transportation available.

REGISTRATION

Please contact Greene County Transportation office if you are interested in applying for any of our transportation programs. A reservationist will assess the information necessary and send you the proper application. We may ask you to come to our office to register but we ask that you call before you stop in, so that we may inform you of anything you might need to bring with you.

SCHEDULING A RIDE

You may schedule your ride up to two weeks in advance. However, you must call at least 24 hours in advance, and you must call no later than 12:00 (noon) on the day before you need a ride. If riding on Monday call by 12:00 (noon) the Friday before.

If you do not need a return trip, please tell the office staff member that is taking trip request.

We transport "Out of County" Medical trips. We travel to Washington and Fayette Counties; Pittsburgh, PA; Morgantown, WV. The appointment must be between the hours of 10:00am and 2:00pm. Also, We transport to Blacksville, WV Tuesday and Thursday between the hours of 8:30am and 3:30pm. Call for details on destinations, days, and times.

