

## Fares

Due to the special nature of this service, the fare is typically twice the amount of the current Westmoreland Transit fixed route bus.

Fares are based on one-way trips and range from \$4.00-\$12.00.

Exact fare is required.

The cost of the trip cannot be billed. Riders must pay cash on the day of the trip.

## Cancellation / No-Show Policy

GO Westmoreland's definition of "no-show" is any time a driver goes to pick up a rider and he/she decides not to use the service or is not at the pick-up site and has not called in to cancel his/her trips at least one (1) hour before the scheduled pick-up time.

Cancellations must be made within the required time frame. In order to avoid a no-show, the rider must cancel their ride at least one hour prior to their scheduled pick-up time.

41 Bell Way  
Greensburg, PA 15601

1-800-242-2706

724-853-2760 (fax)

[www.westmorelandtransit.com](http://www.westmorelandtransit.com)

[customerservice@westmorelandtransit.com](mailto:customerservice@westmorelandtransit.com)

## Passenger Code of Conduct

GO Westmoreland reserves the right to suspend your transportation services.

The following behaviors will not be tolerated:

- Loud, boisterous, and/or obscene or offensive language
- Disruptive behavior or any behavior that jeopardizes the safety of any occupant of the vehicle
- Being under the influence of alcohol or controlled substances
- Violations of moving vehicle safety requirements or leaving the vehicle before the designated drop-off point
- Implied threats or physical action, either verbal or with weapons, toward other passengers, drivers, or administrative staff
- Property damage or threat of damage to the vehicle and/or equipment



**Westmoreland**

## Persons with Disabilities Shared-Ride Program

1-800-242-2706



**Safe**

**Reliable**

**Affordable**

## Transportation For Persons With A Disability

The goals of the Persons with Disabilities (PWD) program are to provide shared-ride service for persons who have a disability and are ages 18 to 64, living in Westmoreland County, and needing transportation to or from an area not served by existing transportation services.

### Eligibility Requirements

You must be between 18 and 64 years of age.

You must have a disability as defined by the Americans with Disabilities Act (ADA).

You must have proof of your disability from a physician.

You must complete an application with GO Westmoreland.

Contact GO Westmoreland to have an application mailed to you. Applications are also available on our website, [www.westmorelandtransit.com](http://www.westmorelandtransit.com).

Complete the forms in their entirety and make sure that all required signatures are obtained. When complete, return it to GO Westmoreland. Contact GO Westmoreland at least 1 month prior to the expiration date to request a renewal application.

## Scheduling A Trip

Our regular office hours are:  
Monday-Friday 8:00 AM - 4:00 PM

You can call up to two weeks in advance to arrange a ride. The latest that you can call to arrange a ride for the next day is at least one day in advance before 12:00 PM.

The reservationist will give you a 1/2 hour pick-up window when you call. Please be ready and waiting for the vehicle.

The reservationist will tell you what your fare will be when you schedule the trip.

The cost of the trip cannot be billed. You must pay cash to your driver on the day of the trip. Exact change is required.

## Service Information

Days and hours of service:

Monday-Friday 7:00 AM- 7:00 PM

Saturday 7:00 AM - 4:00 PM

GO Westmoreland does not provide service on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.



## Information Needed To Schedule A Trip

- Your name as it appears on your application
- The appointment time
- The estimated appointment duration
- The exact street address for your trip
- Notes about special entrances to your building
- Any change of address or phone number
- Any special vehicle requirements

This service is a shared-ride program. You may be required to share a vehicle with other passengers. You may not be taken directly from your origin to your destination in order to accommodate the needs of all passengers. We ask that riders be ready to board the vehicle when GO Westmoreland arrives in order to assist all passengers in getting to their appointments in a timely manner.

Trips can be taken for any purpose.

You must be ready for pick-up **15 minutes before or after** the scheduled time. Please allow for this time range when you schedule your trip. Drivers will only wait **5 minutes** until they depart.

Shared-ride service may be limited to specific days and times.