

MARCH 2023

GO Westmoreland
GO to school. GO to work. GO shopping.

**Americans with Disabilities
 and Persons with Disabilities
 Shared-Ride Program**
724-832-2706



www.westmorelandtransit.com

Travel Guidelines

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, Christmas Day.

Trips can be taken for any purpose with this program, allowing riders to travel safely no matter the occasion. Whether it be a trip to the doctor, the grocery store, or even work, riders can confidently get to their destination at a more affordable rate than other alternatives.

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 business day in advance before 12:00 PM. You must call by Friday for trips on Saturday or Monday. Online scheduling is now available. Ask your Reservationist for more information!

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

Contact Us

724-832-2706
 (Monday - Friday 8AM-4PM)

41 Bell Way

Greensburg, PA 15601

www.westmorelandtransit.com

724-853-2760 (fax)

Note: The WCTA offers all publications in alternate formats for people with disabilities. To request an alternate format, please call GO Westmoreland at 724-832-2706.

Type	0<2 Miles	2<5 Miles	5<10 Miles	10<15 Miles	15<20 Miles	20<25 Miles	25<30 Miles	30+ Miles
General Public	\$16.00	\$17.65	\$28.35	\$38.35	\$47.00	\$55.00	\$65.00	\$75.00
Senior Co-Pay	\$2.40	\$2.65	\$4.25	\$5.75	\$7.05	\$8.25	\$9.75	\$11.25
Senior Priority Co-Pay	\$0.80	\$0.90	\$1.45	\$1.95	\$2.35	\$2.75	\$3.25	\$3.75
ADA Co-Pay	\$4.00	\$4.00	\$4.25	\$8.00	\$8.00	\$12.00	\$12.00	\$12.00
PWD Co-Pay	\$4.00	\$4.00	\$4.25	\$8.00	\$8.00	\$12.00	\$12.00	\$12.00
MATP Co-Pay	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

***Please have the exact amount of your fare (change is not available) or let the driver know that you are utilizing your Balance and External Payment account. If you have any questions regarding the Balance and External Payment Program please call our office at 724-832-2706.

Eligibility Determinations

- **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**

Eligibility Requirements

Applications are available by contacting GO Westmoreland Customer Service or by accessing an application on the Westmoreland County Transit Authority (WCTA) website: <https://www.westmorelandtransit.com/go-westmoreland/ada-complementary-paratransit/>. A brochure explaining the service provided is included with the application.

Completed applications should be returned to GO Westmoreland. All applications are logged in a spreadsheet upon receipt by the Program Manager. The date the application is received is included in the spreadsheet. An independent consultant pre-schedules visits to review applications. The consultant is on-site at GO Westmoreland at least twice a month to review and make recommendations to GO Westmoreland on eligibility. The Program Manager schedules the on-site visits with the consultant to make timely eligibility decisions. It may take up to 21 days for an application to be reviewed by the consultant and for a decision to be made on eligibility by the Program Manager. By tracking the day, the application was received, this allows for timely decision making within 21 days. If an application is not processed within 21 days, the applicant will be given presumptive eligibility on the 22nd day until eligibility determination is made. After the eligibility determination has been made, the applicant will be contacted with the results of the eligibility determination in writing via US Mail.

If the applicant is denied eligibility, the determination letter will state the reasons for the finding.

Determination letters issued by GO Westmoreland will include specific reasons for denial, conditional, or temporary eligibility in specific enough detail to permit the applicant to prepare for an appeal, if desired.

Individuals who have been determined ineligible, conditionally or temporarily eligible have the right to appeal the limitations based on their ADA eligibility. The right to appeal is explained in the determination letter. Applicants are required to make a request for an appeal in writing, but do not have to provide any additional written information if they choose not to.

If an applicant wishes to appeal the decision of GO Westmoreland regarding ineligibility, they should file a written appeal within sixty (60) days after the determination of ineligibility.

Eligibility Requirements (cont.)

An appeal hearing will be scheduled within thirty (30) days of receiving an appeal and all parties will be notified in writing of such hearing. The Appeals Officer will be the Executive Director. GO Westmoreland may consult with the independent consultant during this time.

Transportation will not be provided by GO Westmoreland during the appeal process. The individual making the appeal will become temporarily eligible for service if a decision has not been made within thirty (30) days of the completion of the appeals process. Reservations for these trips are to be made according to the normal procedures. Eligibility will end if the appeal is denied.

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Filing an ADA Complaint

It is the policy of the Westmoreland County Transit Authority (WCTA) / GO Westmoreland to operate transportation services in an open and fair manner. During the normal course of providing transportation services to the community, it is possible that some members of the public or a passenger will wish to lodge a complaint about the quality of service offered or the manner in which service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly.

I. No person will be discriminated against or suffer any reprisals from making a complaint.

II. Complaints can be either verbal or in writing. They should identify the name of the person filing it (the complainant) as well as the complainant's address, telephone number, and location, date, and a brief description of the alleged violation of the regulations under Title II of the ADA.

III. A complaint should be filed within ten (10) business days after the complainant becomes aware of the alleged violation.

A. ADA complainants may contact the WCTA by one of the following options listed below.

Option 1: By US Mail:

**GO Westmoreland
Attn: Program Manager
41 Bell Way
Greensburg, PA 15601**

**Option 2: Complaint Line
GO Westmoreland 724-832-2706**

**Option 3: Online
www.westmorelandtransit.com**

Filing an ADA Complaint (cont.)

IV. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred the following steps should be taken to resolve the issue:

a. All complaints will be received by the Customer Service Manager. The complaints will be logged in a database.

b. Once the complaint is logged, the complaint is forwarded by the next business day to the appropriate supervisor and contractor to begin investigation.

c. Contractor shall provide a written response to complaints received to WCTA within 24 hours of receiving the complaint. All steps and items are documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome (late arrival) and the cause (dispatching error) to identify the specific reasons for poor service and identify remedies. Contractor's response shall include action(s) taken, if any, to address any problem or complaint. If any serious matters are reported to WCTA, the WCTA may require that the operator or operators in question be removed by Contractor from operating routes of the WCTA.

d. Any ADA complaints received are reported to the Board of Directors during the monthly meetings.

e. The complainant or his/her designee will receive a response within ten (10) business days of receipt of the complaints. The complainant will receive details of the investigation and if necessary, the appropriate actions taken to remedy the situation.

V. Documentation of complaint information will be kept on file electronically at WCTA by the Customer Service Manager. Complaint documentation must be retained for one (1) year; complaint summaries for five (5) years.

Reasonable Modifications Policy

GO Westmoreland will make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination based on disability.

For more information, please visit the WCTA website at <https://www.westmorelandtransit.com/go-westmoreland/ada-complementary-paratransit/>. You may also request a copy of the policy be mailed to you by calling us at 724-832-2706.

Transportation

This program is for individuals who cannot use public bus service due to their disability. This service will work for any trip that originates and ends within ¾ mile of an existing public bus route.