

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

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

All information is available in print (large print if requested), over the telephone, audio (on CD if requested), Braille (as requested), and online at www.westmorelandtransit.com.



Westmoreland

Americans with Disabilities Shared-Ride Program

1-800-242-2706



Safe

Reliable

Affordable

Transportation for ADA

As required by the Americans with Disabilities (ADA) Act, this program provides paratransit service to individuals with an eligible disability traveling within the public bus service areas of Westmoreland County.

The paratransit service will be provided to all individuals certified as eligible, from origins and destinations within 3/4 mile corridors of existing bus routes during the same times of operation. Most communities have Monday through Friday service, from 7:00 AM to 8:00 PM. Saturday service is limited, from 8:00 AM to 6:00 PM.

Application Information

Contact GO Westmoreland to have an application mailed to you.

Applications are also available on our website, 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. Your application will be reviewed by an independent consultant to determine eligibility, and may take up to 21 days to be processed.

After the eligibility determination has been made, you will be contacted with the results via US Mail.

Permanent cards are valid for 3 years. The expiration date will be identified on the card.

Temporary cards will be valid for only a portion of time as identified on the card. All visitors to Westmoreland County with disabilities will also be eligible for this service.

It is the rider's responsibility to 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

Voicemail messaging is available on Saturday and Sunday for Monday trips only, however we suggest you call during regular business hours to confirm that your trip(s) has been scheduled.

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 4:00 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.

Service Information

Days and hours of service:

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

Saturday 7:00 AM - 4:00 PM

GO Westmoreland will make reasonable modifications to our policies, practices, and procedures to ensure program accessibility.

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.



Follow the arrow and GO!

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 passengers 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.

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.