

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	\$8.00	\$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

CONTACT US

41 Bell Way
Greensburg, PA 15601

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

724-853-2760 (fax)

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www.facebook.com/GOWESTMORELAND



**GO Westmoreland
Q&A**

AUGUST 2023

WHAT IS GO WESTMORELAND?

GO Westmoreland is a Shared-Ride, door to door, transportation service available to residents in Westmoreland County. Riders will be sharing the vehicle with other passengers and may not be taken directly from their origin to their destination in order to accommodate the needs of all passengers. Shared-Ride transportation operates during limited hours and has a set service area where travel is possible.

HOW DO I GO?

You need to pre-register with GO Westmoreland. Some programs may require a different co-pay and service delivery guidelines.

- **Senior** - This program is for anyone 65 years of age or older that lives in Westmoreland County. It is funded in part by the Pennsylvania State Lottery.
- **Medical Assistance Transportation Program (MATP)** - This program is provided to eligible persons who are in need of assistance getting to/from medical providers enrolled in the Medical Assistance Program.
- **Americans with Disabilities (ADA)** - This program is provided to individuals with an eligible disability traveling within the public bus service areas of Westmoreland County. All trips, both pick-ups and returns, must lie within a ¾ mile corridor of existing Westmoreland Transit bus routes.
- **Persons with Disabilities (PWD)** - This program is provided to individuals with an eligible disability between the ages of 18 and 64, who need transportation to and from an area not served by existing transportation services.
- **General Public** - This program is available to members of the general public.

HOW DO I SCHEDULE A RIDE WITH GO ?

Call our office Monday - Friday, between 8:00 AM and 4:00 PM at 724-832-2706.

All trips require advanced reservation. 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, or you may schedule a trip as far ahead as two weeks in advance. For trips on Saturday or Monday the latest you can call to arrange a ride is Friday before 12:00 PM.

Riders now also have the option to schedule their trips online!

To enroll in online scheduling, call GO Westmoreland at 724-832-2706 and a reservationist will help you get started.

WHERE CAN I GO?

The GO Westmoreland service area includes all of Westmoreland County and a 5 mile "Buffer Zone" around the county.

Travel to the Pittsburgh area is limited.

Travel to the Pittsburgh area is permitted Wednesday and Friday, with an arrival time of 9:00 AM and a departure time of 2:00 PM - 3:00 PM.

Trips to Pittsburgh will be grouped together and may result in extended travel times in order to accommodate other riders.

PAYING TO GO?

***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.

WHEN CAN I GO?

Our days and hours of service are as follows:

- Monday - Friday 7:00 AM until 7:00 PM
- Saturday 7:00 AM until 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.

Passengers will receive an IVR (Interactive Voice Response) trip reminder call the night before, and the next day when your vehicle is on the way. You will have the option to confirm or cancel your trip.

Your GO reservationist will provide you with your 30 minute "pick-up window." The 30 minute pick-up window begins 15 minutes prior to your scheduled time and ends 15 minutes after your scheduled time. For example: if your pick-up time is 9:15 AM; your window is 9:00 AM to 9:30 AM. We ask that you be ready and watch for your vehicle during this window.

To assist all passengers to get to their appointments in a timely fashion, we ask that passengers be ready to board the vehicle when GO Westmoreland arrives. Once the vehicle arrives within the pick-up window, at the scheduled location, drivers will only wait 5 minutes until they depart.

WHAT SHOULD I DO IF I CAN'T GO?

To cancel a ride, please call GO Westmoreland at least 1 hour prior to your scheduled trip at 724-832-2706.