

# STEP TRANSPORTATION SHARED RIDE GUIDE

INDEPENDENT LIVING PATHWAY



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# Fare Structure

## Sponsored Transportation

Sponsorship and/or type of trip (one-way)	Fare
Medical Assistance Transportation Program-sponsored trip	\$0
Age 60-64 STEP Office of Aging-sponsored trip	Refer to Fare Chart
Age 65 + older with STEP Office of Aging-sponsored trip	\$0
Age 65 + older without STEP Office of Aging-sponsored trip	Refer to Fare Chart
General Public (Full Fare) and third Party -sponsored trip	Refer to Fare Chart

## Fare Chart

Mileage Zone Miles	General Public	(PwD) and (ADA) sponsored trips	Lottery Shared- Ride (65 and older)	Age 60-64 STEP Office of Aging- sponsored trip
0 to less than 5	\$18.30	\$4.00	\$2.75	\$1.00
5 to less than 10	\$20.00	\$4.00	\$3.00	\$2.00
10 to less than 15	\$25.00	\$4.00	\$3.75	\$3.00
15 to less than 25	\$30.00	\$4.50	\$4.50	\$4.00
25 to less than 35	\$45.00	\$6.75	\$6.75	\$5.00
35 +	\$50.00	\$7.50	\$7.50	\$6.00

# STEP Transportation Services

STEP Transportation services operate Monday to Friday, 5:30 a.m. to 6:00 p.m., except on STEP-observed holidays and are available to anyone living in or visiting Lycoming and Clinton Counties. Transportation fares per one-way trip are based on ride sponsorships and a zone-based, miles-driven fare structure. Refer to the fares and sponsorship information on **page 3**.

STEP Transportation is available to travel anywhere within the service area consisting of the following counties: Lycoming, Clinton, Centre, Union, Northumberland, Columbia, Snyder, and Montour. Transportation is also available to/from Geisinger Medical Center (GMC) in Danville 3 times per day:

- The first drop off is approximately 8:30 a.m.
- The second drop off/return is approximately 12:00 noon
- The final return for the day is approximately 4:00 p.m.

Please be prepared for a lengthy day at Geisinger Medial Center by taking the appropriate necessities.

All STEP vehicles have cell phones and two-way radios for Drivers to be in contact with the Dispatcher at all times.

Lock Haven Taxi is contracted by STEP to help provide transportation. STEP Transportation and Lock Haven Taxi drivers are not to accept tips.

**Your feedback is important! Please Call to voice a concern  
or to tell us about an outstanding service!**

## STEP Observed Holidays (no transportation)

New Year's Day	Memorial Day	Thanksgiving Day
Martin Luther King Day	Independence Day	Day after Thanksgiving
President's Day	Labor Day	Christmas Day
Good Friday	Veteran's Day	

# General Information

**Helpful Hint:** Reservations are required for all trips and must be made in advance. Reservations for next business day service must be made by 1:00 p.m. the business day before. All Monday reservations (and Tuesday if Monday is a holiday) must be made by 1:00 p.m. the Friday before. Except Medical Assistance (Urgent Care), no same-day service is provided. STEP is not authorized to provide emergency medical transportation.

Door-to-door service is provided in a friendly, courteous manner. Customers are asked to be ready and waiting for the Driver's arrival to pick them up at their door. We have a 5-minute waiting period once we arrive.

The STEP vehicle may arrive up to 15 minutes before your scheduled pick up time. Please be ready and watching for the vehicle to arrive. Cancellations must be called in at least 1 hour prior to your scheduled pick up time. Use the numbers on the back of this guide for cancellations.

Riders who miss scheduled trips are very costly to the transportation service and can endanger our ability to provide future trips. STEP's No-Show Policy is:

**1st Violation:** The customer receives a warning letter.

**2nd Violation:** The customer receives a service adjustment where customers have to confirm trips by 4:00 p.m. the previous day.

In addition to the 2nd violation, the consumer will have any existing trip subscriptions canceled. The consumer will be required to call reservations for each trip that they require. Service Adjustments will be effective 15 days following the date of the second letter sent and will last for 90 days, after that time service will be restored to the consumer.

All STEP transportation vehicles are smoke free and wheelchair accessible. Drivers and all passengers must wear seat belt when riding in a STEP vehicle. Drivers will make a reasonable attempt to secure mobility devices however we are not responsible for equipment breakage or personal injury due to mobility equipment being used that is not specifically designed and warranted for use in the actual process of transportation. Customers are responsible for bringing and securing car/ booster seats.

# Sponsored Rides

## STEP Office of Aging (Customers Ages 60-64)

Those ages 60 to 64 can use STEP Transportation under the STEP Office of Aging sponsorship for a one-way mileage-based fee (see fare structure) for the following services:

- Grocery trips (two times per month)
- Trips to STEP Office of Aging Senior Center dining and Center activities
- Trips to social service agencies such as Social Security, Dept. of Human Services, etc.
- Medical appointments or medical needs within Lycoming and Clinton counties.

To be sponsored by the STEP Office of Aging, customers must be registered into the STEP Office of Aging Program:

**Lycoming County** (570) 323-3096 or toll free at 1-800-332-8555

**Clinton County** (570) 858-5800 or toll free at 1-800-222-2019

## Lottery Shared-Ride Program (Customers Ages 65+)

Any citizen 65 years of age and older may ride for a one-way, mileage-based fee (see fare structure) to any location within the service area. Trips may be taken for any purpose: medical, social, educational, employment, shopping, family gatherings, or to sustain your independence and to enjoy and remain a vital part of your community.

To be sponsored by the Lottery Shared-Ride Program customers must be registered with STEP Transportation, 2138 Lincoln Street, Williamsport, PA. Proof of age must be provided. The following are acceptable:

- Driver's license (our-of-date license is acceptable)
- PennDot non-driver's license
- Veteran's universal access ID card
- Resident alien card
- Passport/ naturalization papers
- Armed forces discharge papers
- Baptismal certificate
- Birth certificate
- Statement of age from social security

If you are sponsored by the STEP Office of Aging there is no fare for grocery trips, STEP Centers for Healthy Aging, social service agencies, and medical appointments or medical needs including GMC in Danville.

# Medical Assistance Transportation Program (MATP)

The (MATP) Transportation Program provides transportation to approved medical providers that accept the PA Access Card. Customer eligibility is determined on the day of the trip, before transportation can be provided under the MATP.

MATP is funded by the Pennsylvania Department of Human Services. Locally, the County Assistance Office (**Lycoming County**: 570-327-3300, or **Clinton County**: 570-748-2971) should be contacted for assistance in determining eligibility for Medical Assistance.

To use STEP Transportation for MATP purposes, you must register with STEP Transportation, 2138 Lincoln Street, Williamsport, PA.

STEP staff are required to determine the most cost-effective and appropriate mode of transportation for each Medical Assistance trip. At the time of reservation, a STEP Clerk will ask specific questions to make this determination. You may be directed to use a privately-owned vehicle (mileage reimbursement), River Valley Transit (fixed-route) bus, or scheduled to be picked up by a STEP van or taxi.

Mileage and fixed-route reimbursement vouchers are available at the STEP Transportation office for MATP customers to be reimbursed for using a privately-owned vehicle or River Valley Transit. Some of the approved medical appointments that may fall under MATP include: doctor appointments, therapies, tests, dental visits, pharmacy trips to get prescriptions, mental health treatment, drug and alcohol treatment, and trips to medical equipment suppliers.

**Note: Psychiatric Rehabilitation Service/Clubhouses and other social and vocational rehabilitation appointments are not MATP approved.**

## Urgent Care (MATP)

MATP Transportation is provided within a 24-hour period for Urgent Care needs when your medical provider informs you that you must be seen by a medical provider within 24 hours. Your doctor must call **570-323-7575 or fax 570-327-5455** verifying that you have an urgent medical situation. **If you have an immediate need (emergency) for medical care please dial 911.** STEP is not authorized to provide emergency medical transportation.

## Out-of-Area Trips (MATP)

Out-of-Area transportation may also be provided when you are unable to receive services within STEP's Eight (8) County Service Area. Please note that 3 full STEP business days are required to coordinate Out-of-Area transportation.



# The American Disabilities Act (ADA)

ADA Transportation is available Monday - Friday to all disabled citizens located within 3/4 of a mile from any River Valley Transit fixed route. River Valley Transit contracts with STEP Transportation to provide this service to all ADA registered customers. To register for this service, you must contact STEP Transportation. Refer to the fare structure information for the cost to be transported under this program. STEP provides this service in the following areas:

<b>Williamsport area</b>	<b>East Lycoming area</b>	<b>Jersey Shore area</b>
<b>Monday-Friday</b>	<b>Monday-Friday</b>	<b>Monday-Friday</b>
<b>6:00 a.m. - 6:00 p.m.</b>	<b>6:00 a.m.- 5:30 p.m.</b>	<b>6:00 a.m. - 5:05 p.m.</b>

Reservations to use the ADA-sponsored trips may be scheduled from 7:30 a.m. - 5:00 p.m., one business day in advance by calling the STEP Transportation office at 570-323-7575 or 1-800-222-2468.

Qualified attendants (mobility and personal care attendants) ride for free. In addition, ADA customers may also be accompanied by at least one traveling companion other than the personal care attendant, as long as the companion has the same origin and destination as the eligible ADA customer. In these instances, the first companion will be charged as per the established fare structure for each one-way trip. Additional companions will be charged according to the established General Public fare structure.

**Helpful Hint:** For example, the client pays ADA Fare, personal care attendants ride free, the 1st companion pays ADA Fare, 2nd companion pays general public fare ( see fare chart on Pg. 3 ).





## Persons with Disabilities (PwD)

Any person with a permanent or temporary mental or physical disability living within the boundaries of Lycoming and Clinton counties can register for STEP Transportation by calling:

**570-323-7575 or 1-800-222-2468**

PwD registration requires verification of disability from a licensed physician or qualified professional. The cost to be transported under this program anywhere within STEP's service area, is a mileage-based fee per one-way trip (see fare structure information).

**Helpful Hint:** Reservations are required and must be made in advance. Call the above numbers between the hours of 7:30 a.m. and 1:00 p.m. the business day prior to the day you need the trip. Please remember, all Monday reservations (and Tuesday if Monday is a holiday) must be made by 1:00 p.m. Friday.

The PwD customer may take an escort and/or a personal care attendant at the full fare rate. Please be advised, trips to day-programming services such as sheltered workshops, approved training providers (on-the-job training programs), adult training facilities, group homes, and mental health day treatment centers are not PwD eligible.



# General Public Fare

## General Public Fare

Anyone living or visiting in Lycoming and Clinton counties can ride with STEP Transportation for a one-way, mileage-based fee (see fare chart on page 3) to anywhere within the two counties, or to the Surgery Center in Allentown.



# Notes

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# Transportation

**Phone: 570-323-7575 or 800-222-2468**

**Email: [transportation@stepcorp.org](mailto:transportation@stepcorp.org)**

**2138 Lincoln Street | Williamsport, PA 17701**

STEP Transportation is funded by Pennsylvania Lottery Funds, Pennsylvania Department of Human Services, Pennsylvania Department of Aging, Pennsylvania Department of Transportation, and Williamsport Bureau of Transportation.

STEP, Inc. is the Lycoming-Clinton Counties Commission for Community Action. STEP's mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success.

STEP Transportation is part of  
STEP's Independent Living Pathway to Success

STEP Transportation does not discriminate on the basis of age, sex, color, creed, national origin, or handicap.