

# FAQ

## Who can ride?

Anyone can ride for a flat rate of \$2.00 per trip.

## How do I schedule a trip?

Reservations are required to ride and must be scheduled by 2:00 PM the business day prior to the requested date of travel. Schedule a ride by calling (570) 326-0587 or by visiting [www.stepcorp.org/ride](http://www.stepcorp.org/ride). If you need a return trip, you must also book that reservation.

## What type of vehicle is used?

STEP uses vans to provide transportation services. All STEP vehicles are smoke free and wheelchair accessible. Drivers and all passengers must wear seat belts 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.

## Why might the van be making additional stops that are not along the DSP route?

STEP provides transportation services through several different eligibility programs. Passengers of the shared ride Designated Stop Program service may share a vehicle with passengers riding under a different transportation sponsored program.

## What if I miss my trip?

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 PM the previous day. 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.

## Designated Stop Program Routes and Key Stops

STEP Transportation has launched three Designated Stop Program public transit service routes in Clinton County:

- **Mill Hall to Lock Haven**
- **Renovo to Lock Haven**
- **Lock Haven to Williamsport**

Anyone can ride for only \$2.00 per trip.

### Mill Hall to Lock Haven

Monday - Friday  
8:00 AM to 4:30 PM

#### Key stops

- Central Mountain High School
- Walmart
- UPMC Lock Haven
- Lock Haven University Main Campus

### Renovo to Lock Haven

Monday - Friday  
6:55 AM to 5:45 PM

#### Key stops

- Renovo Recreation Center
- Ransdorf Manor
- Sullivan Acres
- UPMC Lock Haven
- Geisinger Lock Haven
- CCCC
- County Admin Building
- Walmart

### Lock Haven to Williamsport

Monday - Friday  
6:00 AM to 7:30 PM

#### Key stops

- UPMC Lock Haven
- Jersey Shore Hospital
- UPMC Williamsport
- Divine Providence Hospital
- North Central Sight Services
- First Quality McElhattan
- Clinton County Community Center

### Advanced reservations required to ride

Schedule a ride by calling (570) 326-0587 or by visiting [www.stepcorp.org/ride](http://www.stepcorp.org/ride).



## Clinton County Designated Stop Program



## Lock Haven to Jersey Shore & Williamsport

**Monday - Friday**  
6:00 AM to 7:30 PM

Visit [www.stepcorp.org](http://www.stepcorp.org) to learn what STEP can do for you!

# Lock Haven to Jersey Shore & Williamsport

Monday - Friday | 6:00 AM to 7:30 PM

## What does Designated Stop Program service mean?

Designated Stop Program service is public transit service operated with existing shared ride vehicles, with designated stops along currently traveled routes of STEP's shared ride service.

## How to Ride

1. View schedules and determine your stop location and time point for pick-up.

2. Make an advanced reservation.

Reservations are required to ride and must be scheduled by 2:00 PM the business day prior to the requested date of travel. Schedule a ride by calling (570) 326-0587 or by visiting [www.stepcorp.org/](http://www.stepcorp.org/) ride. If you need a return trip, you must also book that reservation.

3. Arrive at the designated pick-up location in advance of the van arrival time.

The STEP vehicle may arrive up to 15 minutes before your scheduled pick-up time. Please be ready and waiting for the vehicle to arrive. Cancellations must be called in at least 1 hour prior to your scheduled pick-up time.

4. Board the van and provide the driver with your \$2.00 fare.

Fares must be paid in cash. No change will be given.



Available Monday - Friday																													
Eastbound   Lock Haven to Williamsport															Westbound   Williamsport to Lock Haven														
UPMC Lock Haven	High & Allison	Bellefonte & Commerce	Church & Vesper	CCCC	Bald Eagle & Hanna	Fullmer's Personal Care Home	UPMC Bald Eagle Court	First Quality McElhattan	Brady & W. Central	Jersey Shore Hospital	NCSS	UPMC Williamsport	Trade & Transit Center	Divine Providence Hospital	Divine Providence Hospital	Trade & Transit Center	UPMC Williamsport	NCSS	Jersey Shore Hospital	Brady & W. Central	First Quality McElhattan	UPMC Bald Eagle Court	Fullmer's Personal Care Home	Bald Eagle & Hanna	CCCC	Church & Vesper	Bellefonte & Commerce	High & Allison	UPMC Lock Haven
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
6:00	6:03	6:07	6:09	6:12	6:17	6:21	6:29	6:31	6:36	6:45	7:05	7:14	7:21	7:30	8:00	8:09	8:16	8:25	8:45	8:54	-	9:01	9:09	9:13	9:18	9:21	9:23	9:27	9:30
10:00	10:03	10:07	10:09	10:12	10:17	10:21	10:29	-	10:36	10:45	11:05	11:14	11:21	11:30	12:00	12:09	12:16	12:25	12:45	12:54	-	1:01	1:09	1:13	1:18	1:21	1:23	1:27	1:30
2:00	2:03	2:07	2:09	2:12	2:17	2:21	2:29	-	2:36	2:45	3:05	3:14	3:21	3:30	4:00	4:09	4:16	4:25	4:45	4:54	-	5:01	5:09	5:13	5:18	5:21	5:23	5:27	5:30
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5:45	-	-	6:00	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7:00	-	-	7:30	-	-	-	-	-

Timetable Notes: Shaded areas denote PM.

Independent Living Pathway to Success

