

## Hours of Service

Hours of transportation service are from 6:00 AM until 8:00 PM, Monday through Saturday, for most services. Regular service is not available on Sundays, or on Thanksgiving Day or Christmas Day.

## Scheduling a Ride

Reservationists are available Monday through Friday from 7:30 AM until 5:00 PM.

To reserve a ride for Tuesday through Saturday, you must call before 3:00 PM on the previous business day (remember that holidays are not business days). For trips on Monday, you must call the previous Friday before 4:00 PM.

Please keep in mind when making your reservation that the driver may arrive 15 minutes before or 15 minutes after the pick-up time that you schedule with the reservationist. For example, if you schedule a 9:30 pick-up, the driver may be as early as 9:15 or as late as 9:45.

When calling to make your reservation, be prepared to provide the following information:

- Your name
- Your recipient and card issue number for MATP
- Your appointment day and time
- The complete address and phone number of your destination
- The time you need to return
- Any special needs you may have, such as a van with a lift, or if an aide (attendant) or companion will be traveling with you.

## Canceling Your Ride

If you should need to cancel your scheduled ride before the day of your trip, please call the Washington Rides office at 724-223-8747 or 1-800-331-5058 to do so.

If you need to cancel your ride on the day of your trip, please call your service provider at least one hour prior to your scheduled pick-up time.

## Complaints / Commendations

If you have a complaint, we want to know about it. In order to respond, it helps to hear about something right away and in as much detail as possible. Please call us at 724-223-8747 or 1-800-331-5058. If we've done something right, call us about that, too.

## Aides (Attendants) and Companions

An aide or attendant is someone who is physically or medically necessary to assist a passenger in using Washington Rides' services. An aide can ride free when accompanying an eligible passenger.

A companion is a person who travels with an eligible passenger. Unless the companion is also eligible for one of Washington Rides' programs, that person must pay the full, general public fare.

## Passenger Rules

- All passengers must wear seatbelts.
- Smoking, eating, drinking, and the use of personal music devices without headphones are prohibited onboard vehicles.
- Passengers must provide their own child car seats and booster seats as required by law.
- Passengers must pay their proper fare at the time of boarding.
- Passengers are expected to be cooperative and demonstrate appropriate behavior at all times while in the vehicle.
- Fighting, possession of weapons of any kind, the use of abusive language and disruptive behavior will jeopardize one's eligibility for service.
- Please wait for your ride at the exact address that you gave when making a reservation.

## At Washington Rides, We Promise...

- A prompt response to your call for a reservation.
- Door-to-Door service. Passengers who need and request assistance will receive it, from the door of their pick-up point to the door of their destination.
- A ride time no longer than 60 minutes in most cases.
- A timely pick-up, between 15 minutes before and 15 minutes after your scheduled pick-up time.
- A driver who is well-trained in defensive driving, passenger assistance, and sensitivity to people with special needs.

## What Washington Rides Does NOT Provide

- Emergency transportation or ambulance service.
- Service in which the distance from the origin to the destination is less than one-quarter mile.
- Attendants or escorts for passengers.
- Assistance within a residence.
- Lifting or carrying assistance.



WASHINGTON COUNTY TRANSPORTATION AUTHORITY

## PASSENGER GUIDE



382 W. Chestnut St. - Suite 108  
Washington, PA 15301

**- TOLL-FREE -**  
1-800-331-5058

**- PA RELAY SERVICE -**  
(for hearing impaired)  
TTY: 1-800-654-5984  
VOICE: 1-800-654-5988

**- LOCAL -**  
724-223-8747

**- WEB -**  
[www.washingtonrides.org](http://www.washingtonrides.org)

**- EMAIL -**  
[info@washingtonrides.org](mailto:info@washingtonrides.org)

## Mission Statement

The mission of the Washington County Transportation Authority (Washington Rides) is to promote and provide high quality, cost-effective transportation to the citizens of Washington County and surrounding areas as appropriate, especially older adults, persons with disabilities, veterans, and economically disadvantaged individuals, including those on Medical Assistance.

## Services Offered by Washington Rides (Shared-Ride, Door-to-Door, Advance Reservation)

Washington Rides provides transportation service that is Shared-Ride in nature. That means you will likely be riding with others, and that other individuals may be picked up and dropped off before you reach your destination. We try to make sure, in most instances, that no one rides for more than an hour, but the trip may take longer than if you were going by yourself, and passengers need to plan accordingly.

The service provided is Door-to-Door. Many of the vehicles have wheelchair lifts. Passengers who need and request assistance will receive it, between the door of the pick-up and destination points and the door of the vehicle. Drivers cannot, however, take a wheelchair up or down multiple steps, or provide lifting assistance for passengers.

All passengers must be registered with Washington Rides before using our services, and advance reservations are required.

## Service Providers

Depending on where you live, your service may be provided by one of the following:

**First Transit Services - 724-746-8917  
724-746-4342**

**Tri-County Access - 724-379-6802**

**White Line Taxi - 724-785-3600**

## Washington Rides' Transportation Program

There are a number of ways to qualify for Washington Rides' services. Following are brief descriptions of each of the programs under which an individual may be eligible for transportation.

### Senior Shared-Ride

The Pennsylvania Department of Transportation (PennDOT) funds transportation for persons aged 65 and over.

Individuals can ride to a senior center near their home or to adult day care at no cost to the passenger. Trips to medical appointments can be made for a minimal fare, and social, recreational, and work trips for a slightly higher charge. Persons aged 60-64 can also ride to a senior center near their homes or adult day care at no charge.

Free trips to senior centers and discounts for medical trips are subsidized by the Southwestern PA Area Agency on Aging and the Pennsylvania Department of Aging.

### Rural Transportation Program for Persons with Disabilities (PwD Program)

PennDOT also sponsors a program similar to Senior Shared-Ride, for persons with disabilities. Persons between the ages of 18 - 65 with a qualifying disability under the Americans with Disabilities Act can become certified to use this service, and can request a trip for any purpose. A fare is charged to the passenger. The PwD Program cannot be used instead of other available services, such as fixed-route bus service or ADA complementary paratransit.

### Welfare-to-Work Transportation Program

For individuals who qualify based on their economic situation, temporary transportation is available through the PennDOT-sponsored Welfare-to-Work Program. Service is provided for trips related to work and child-care, on a temporary basis until more permanent transportation resources can be identified.

## Medical Assistance Transportation Program (MATP)

This service is provided to eligible persons who are in need of assistance in making trips to and from medical providers enrolled in the Medical Assistance Program, for the purpose of receiving medical treatment or for purchasing prescription drugs or medical equipment. The program is funded through the Pennsylvania Department of Public Welfare (DPW).

As the MATP provider for Washington County, Washington Rides must offer customers the least expensive and most appropriate form of transportation available. Depending on the individual and the destination, this could be Washington Rides' shared-ride service, fixed-route bus service, or reimbursement for mileage in a private vehicle. Determination of the mode is made on a case-by-case basis.

### Veterans Transportation Program

This service is provided through a special van for ambulatory veterans who need transportation to the VA Medical Centers in Pittsburgh. Non-ambulatory veterans would likely be eligible for such transportation through one of our other programs or through the VA Medical Centers.

### General Public Service

In addition to all of the agencies and programs that provide funding for transportation services, Washington Rides' service is available to the general public. Any member of the public may use the service. The only difference is that the service is not subsidized, and the passenger must pay the full fare, not just a co-payment. Call for details.

### Registration

Please contact the Washington Rides office if you are interested in applying for any of our transportation programs. A reservationist will assess the information necessary and send you the proper application. You may also come to our office to register. Please call before you stop in, so that we may inform you of anything you might need to bring with you.