

# LCTA Mission Statement

*The Luzerne County Transportation Authority (LCTA), through the operation of fixed route and shared ride divisions, seeks to provide high quality affordable public transportation services that are safe, reliable, useful, accessible and efficient. To this end, members of the Board of Directors and all employees shall conduct themselves in a professional manner; work to ensure the safety and security of passengers; seek new opportunities to improve and/or expand services; and coordinate public transit services with other agencies, organizations, and transit providers.*

Luzerne County Transportation Authority

300 S. Pennsylvania Ave.  
Wilkes-Barre, PA 18701

570-288-8420



## Special Transportation Efforts Program

The Special Transportation Efforts Program (STEP) is a reduced fare program to assist persons with disabilities in fulfilling their transportation needs. It also meets requirements of the Americans with Disabilities Act of 1990. STEP is available in the general service area of the Luzerne County Transportation Authority. The program permits approved persons with disabilities to ride on vans operated by LCTA Shared Ride.

**July 1, 2024**

## What is the STEP Program?

The Americans with Disabilities Act requires all public fixed route operations to provide complimentary paratransit service up to ¾ of a mile from the fixed route to persons who meet the eligibility guidelines during the days and hours of operation of the fixed route service. This is not a free service and all passengers are required to pay a fare that will not exceed twice the fare of the fixed route system.

STEP is a "Shared Ride" service, meaning you will be sharing your ride with other clients. Pick Up and Drop Off Times are within a 30 minute window and you must be ready to depart when the van arrives. All trips must be scheduled prior to the day of service.

### Eligibility

Individuals must apply and be determined eligible in order to receive STEP services. Eligibility is not a matter of whether or not a person has a disability, but instead relates to whether or not an individual can use the fixed route transportation system. Applicants may be asked to participate in a physical functional assessment performed by a skilled professional therapist. Re-certification may be required at regular intervals and anyone that has been denied eligibility can file an appeal.

### Accessibility

Service Animals are welcome on all LCTA vehicles. All of the paratransit vans in the STEP program are mobility device accessible and meet current ADA guidelines.

### Personal Care Attendants and Companions

A Personal Care Attendant (PCA) is meant to be someone whose services are required by the client. A PCA is often needed by individuals with sensory, degenerative, physical and/or developmental disabilities to assist with other activities of daily living, regarding physical challenges they must meet and can be intermittent or occasional. One PCA is authorized without fare; additional travelers are considered companions and must pay the appropriate companion fare which is the same as the client fare. A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you.

### Frequently Asked Questions

- Each client is allowed up to three packages (plastic grocery or shopping bags).
- Clients must cancel unwanted trips at least one hour in advance. A documented pattern of untimely cancellation notice, no shows, or lateness for reasons within the client's control may result in service denial.
- Accommodation requests are granted to any qualified person with a disability for whom an accommodation is reasonable and necessary under the Americans with Disabilities Act of 1990 (ADA).

## Regain Your Independence

With the LCTA STEP program, a person with a disability can get to destinations they may not otherwise be able to if they cannot use public transportation.

### Get To Places Such As

- Places of Employment
- Schools
- Doctors and Medical Appointments
- Shopping
- Movies
- Meetings
- Restaurants
- Gathering with Friends and Relatives
- Senior Citizen Activity Centers

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*For Complete Program Information,  
Guidelines and Applications...*

## Contact Us

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website: [www.lctabus.com](http://www.lctabus.com)

*Alternative Formats are Available*