

## **PWD WELCOME PACKET**

Your eligibility forms for the Rural Transportation Program Persons with Disabilities have been received by The Luzerne County Transportation Authority and you are approved to begin scheduling trips with us.

Please read the following PwD Welcome Packet carefully. The packet explains where you can go, how to contact our office, how to schedule rides and outlines other LCTA procedures and policies.

**WELCOME TO THE RURAL TRANSPORTATION PROGRAM FOR  
PERSONS WITH DISABILITIES (PWD)**

## **WHAT IS PWD?**

Pwd is a program made available and regulated through the Pennsylvania Department of Transportation. Luzerne County Transportation Authority offers reduced fare transportation to persons with disabilities as defined by the Americans with Disabilities Act. PWD consumers must be between the ages of 18-64, live in Luzerne County and need accessible public transit in a participating county beyond ADA complementary para transit services.

The PwD program is the payer of last resort. The PwD program can be used for medical trips if you are ineligible for the Medical Assistance Transportation Program (MATP). PwD can also be used for trips to work, social events, shopping and all other trip needs.

## **SHARED-RIDE SERVICE OFFERED BY LCTA?**

LCTA offers a Shared-Ride service. That means in most cases you will ride with others, and other passengers may be picked-up and dropped-off before you reach your destination. The trip may take longer than if you were going by yourself so we advise passengers to plan accordingly.

The service provided is Curb-to-Curb and most LCTA vehicles are equipped with wheelchair lifts. Drivers will assist passengers on and off vehicles and if needed to their destinations. Drivers cannot, however, help passengers inside their residences or take a wheelchair up or down multiple steps.

All passengers must be registered with LCTA before using our services and advanced reservations are required.

## **HOW TO CONTACT LCTA?**

The LCTA office is located at 2009 Wyoming Avenue, Forty Fort PA 18704 and our phone numbers are: 570-288-8420, and 1-800-679-4135 toll free. Our office hours are 8 am to 4 pm, Monday thru Friday. If you call us after hours, on a weekend or holiday, you will be able to leave a message on our answering machine and we will return your call on the next business day. Hours of transportation service for PWD are from 9 am until 5 pm, Monday thru Friday.

## **HOW TO PURCHASE TICKETS**

Tickets can be purchased after you are eligible for the program. You will receive this welcome packet and a ticket order form in the mail. The cost of the tickets will fluctuate according to the miles you are traveling. A check or money order payable **to Luzerne County Transportation Authority or LCTA along with the order form should be mailed to 2009 Wyoming Avenue Forty Fort, PA 18704**. After you receive your tickets in the mail you can then call to schedule a ride. Tickets are to be ordered by mail only. Checks and Money Orders only will be accepted. **NO CASH PLEASE!!**

## **SCHEDULING A RIDE**

To plan ahead, you can call us up to two weeks before your appointment to arrange a ride. When you schedule a ride you will be given a 30 minute window of time you will be picked-up, and a 30 minute window of time for your return. Please be ready and waiting in the exact doorway and address that you indicated when scheduling your ride. You should wait where you can see the vehicle's arrival and be seen by the driver.

For last minute notification, you must call us no later than Noon on the business day prior to the day of your trip. For trips on Monday, you must call before Noon on Friday.

The LCTA office is closed on Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, Christmas Day, and New Years Days. Please consider the above information when scheduling trips on or around a holiday.

When you call, we will ask you the date and time of your appointment, where you need to go and how long the appointment will last. You may schedule rides within Luzerne County only. Be sure to notify the scheduler of any special needs or if assistance is needed for your trip. On the day of your trip, a LCTA vehicle will pick you up at your home and take you to your scheduled destination, and then come back at the appointed time to return you home.

Anyone having the same trip routinely may set up a "standing order Trip" instead of calling to make reservations each time. A standing order trip is automatically scheduled by LCTA on the appointed day and time unless it is cancelled by the passenger for a date or series of dates.

## **Complaints/Commendations**

If you have a complaint, contact 283-1683, we want to hear about it. In order to respond, it helps to hear about something right away and in as much detail as possible. If we've done something right, call us about that too.

## **Passenger Rules**

- \* All passengers must remain seated and wear seatbelts at all times.
- \* Persistent foul, sexist, racist, or otherwise offensive or abusive language, including hollering and screaming, is not permitted.
- \* Unwanted touching of another passenger, or hitting, biting, and spitting by a passenger is not permitted.
- \* Smoking, eating, drinking and the use of personal music devices without headphones are prohibited onboard vehicles.
- \* Passengers are expected to be cooperative and demonstrate appropriate behavior at all times while in the vehicle.
- \* Fighting, throwing items on the vehicle and possession of weapons of any kind are not permitted.

**Violating any of the above rules will jeopardize one's eligibility for service.**

## **Cancellations, Lateness and No Shows**

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 clients control may result in service denial on a long-term basis.

## **Policy on Suspension of Service**

Clients must not engage in activities which misuse the system, unnecessarily using capacity that could otherwise go to clients who need transportation and increase LCTA's service costs.

Examples of misuse include, but are not limited to, failing to show up for scheduled rides ("no-show"), failing to board the vehicle immediately upon arrival ("lateness"), and providing late cancellation notice.

A suspension may be imposed as described below for a documented pattern within any 30- day period of misuse of system capacity within the client's control. A documented pattern is based on a percentage of 50% or more trips untimely cancelled, no showed or late when there are 10 or more trips scheduled in a rolling 30 day period. A sudden personal emergency, sudden or worsening illness, inability to contact LCTA for a legitimate reason, or a late driver are not considered within the client's control.

Clients will be provided an opportunity to explain the reason for each occurrence in a call or a letter initiated by LCTA. After the third incident (and if the client cannot be reached after three attempts via telephone or postcard), LCTA will issue a written warning notice that the next violation will result in a denial of service.

Prior to any suspension, a written warning of the proposed suspension period and the reason(s) for it will be provided to the client. Clients who appeal the proposed suspension may continue to ride pending a decision on the appeal.

Suspension for Untimely Cancellation Notice, No Shows, and Lateness:

First Suspension	7 days
Second Suspension	14 days
Third (and subsequent) Suspensions	30 days

Trip denials or suspension from service are appealed directly with LCTA. All appeals must be filed within Fourteen (14) Calendar days from the date of the service denial notification letter. Final decisions on appeals will be made by LCTA Management.

Written appeals must be directed to the following address:

Luzerne County Transportation Authority  
Director of Administrative Services  
315 Northampton St  
Kingston PA 18704

**SHOPPING BAG/CART POLICY:**

**Each client is allowed up to 3 packages (plastic grocery or shopping bags). Clients should make other arrangements for bags/packages exceeding three parcels.**

**Excessive luggage and large boxes cannot be accommodated. Clients may be required to secure their packages at their seats, as storage space on the vehicle is limited. The maximum combined weight of all packages cannot exceed 20 pounds.**

**Drivers are only allowed to load a maximum of three bags onto the vehicle. We encourage clients to use a safe and efficient means of transporting bags/packages such as a portable folding two-wheeled shopping cart.**

**Note: For safety reasons, clients may not transport more bags/packages than they can manage themselves.**