



Appendix B: Summary of Project Survey

Appendix B provides an overview of agencies and entities that provide transportation in the 10-county region and also lists agencies that serve the target populations but do not provide transportation. The information contained in this section is based only on responses to the project survey that was sent to approximately 1,200 agencies. Approximately 140 surveys were returned. This section also summarizes transportation issues and gaps that were identified through the survey.

Allegheny County

Description of Transportation Providers

Port Authority of Allegheny County

The Port Authority of Allegheny County (PAAC) provides a wide range of public transportation services throughout Allegheny County plus minor portions of Armstrong, Beaver, Butler, Washington, and Westmoreland Counties. PAAC began transit operations on March 1, 1964 and serves a 775 square-mile service area. PAAC operates 213 routes via bus, light rail, and the Monongahela Incline. The system's fixed guideway infrastructure includes the South Busway, West Busway, Martin Luther King, Jr. East Busway, the South Hills light rail transit and downtown subway, the Monongahela Incline, and the Wabash HOV. An extension of the downtown subway to the North Shore in Pittsburgh will open in 2011. The agency's park-and-ride lot program includes 62 lots with more than 14,000 parking spaces.

- PAAC directly provides transportation using 850 wheelchair-accessible vehicles.
- Provides more than 238,000 passenger trips on a weekday, 103,000 trips on Saturday, and 59,000 trips on Sunday.
- PAAC operates Monday through Friday from 4:00 a.m. to 2:45 a.m., Saturday from 4:45 a.m. to 3:15 a.m., and Sunday from 5:00 a.m. to 1:30 a.m.
- Types of Trips: Any purpose.

ACCESS Transportation Systems

ACCESS Transportation Systems (ACCESS) is the complementary paratransit provider for the Port Authority transit system. In addition to complementary paratransit, ACCESS provides shared ride transportation for senior citizens and medical assistance transportation. Approximately 120 agencies directly sponsor transportation through the ACCESS system including several JARC projects (e.g., Ship of Zion, ACTA shuttles, and WorkLink), Pennsylvania Department of Aging waiver program, the Veterans Administration, and the Squirrel Hill Jewish Community Center among others.



- ACCESS is available countywide and 1.5 miles into surrounding counties.
- ACCESS contracts with 7 companies to operate its services.
- There are 430 vehicles in the ACCESS system.
- ACCESS operates Monday through Sunday from 6:00 a.m. to 12:00 a.m.
- ACCESS provides approximately 6,000 passenger trips on a weekday, 2,500 on Saturday, and 2,000 on Sunday. Complementary paratransit trips represent approximately 25 percent of the system's ridership.
- Types of Trips: Any purpose for general public trips. Other types of trips are determined by each sponsor.

Airport Corridor Transportation Association

The Airport Corridor Transportation Association (ACTA) is a non-profit transportation management association located at Robinson Town Center in Pittsburgh's western suburbs. ACTA serves the business community located along the Parkway West from the western portal of the Fort Pitt Tunnel through Beaver County. Through a contractor, ACTA provides two free public transportation services: 1) A shuttle from Penn Center West to the West Busway in Carnegie and 2) an on-demand shuttle in the Robinson Town Center and Pointe at North Fayette retail areas.

- ACTA provides these services using two wheelchair accessible vehicles.
- The services provide approximately 68 passenger trips per day – 28 rides per day on the Penn Center West Shuttle and 40 rides per day on the on-demand shuttle.
- The Penn Center West shuttle operates Monday through Friday from 4:30 p.m. to 8:30 p.m. The on-demand service operates Monday through Friday from 6:30 a.m. to 8:30 a.m. and from 4:00 p.m. to 6:00 p.m.
- Types of Trips: The services are open to the public, but the primary trips are for employment and shopping/personal business.

Allegheny County Department of Human Services Mental Retardation and Developmental Disabilities

The Allegheny County Department of Human Services Mental Retardation and Developmental Disabilities provides a wide range of support services for persons with MR/DD. The agency does not provide any direct transportation services for its clients. Its clients are transported on Port Authority bus routes, ACCESS paratransit vehicles, and by MR service providers that maintain their own vehicle fleets. In addition, the agency provides mileage reimbursements to families that transport a family member with a disability.

- Types of Trips: Field trip/recreation, program at another agency, employment, and shopping/personal business.



Allegheny County Department of Human Services Medical Assistance Transportation Program

The Allegheny County Department of Human Services Office of Community Services administers the Medical Assistance Transportation Program (MATP) which provides non-emergency medical transportation, benefiting Allegheny County residents receiving Medical Assistance (MA), for the purpose of receiving non-emergency medical services. Through an arrangement with Travelers Aid, MATP participants receive Port Authority transit passes to use for traveling to medical appointments. Those who cannot use the fixed route system, use ACCESS. For its consumers that drive, MATP reimburses mileage, parking and tolls.

- MATP sponsors approximately 2,300 passenger trips per day.
- Types of Trips: Medical appointments only.

Blind and Vision Rehabilitation Services of Pittsburgh

Blind and Vision Rehabilitation Services of Pittsburgh (BVRS) provides a wide array of supportive services for persons that have a loss of vision. Using two vehicles, the agency offers transportation to its clients so that they can access services at its Homestead facility as well as medical appointments.

- The agency owns two vehicles, neither of which is wheelchair accessible.
- Provides approximately four passenger trips per day.
- Transportation is provided Monday through Friday from 9:30 a.m. to 3:30 p.m.
- Types of Trips: Program at the agency and medical appointments.

Community Human Services Corporation – Homeless Assistance Program

Community Human Services Corporation (CHSC) houses programs which provide housing services and support to persons experiencing homelessness. The housing programs are funded through the Department of Housing and Urban Development. The agency purchases transit passes for eligible clients.

- CHSC subsidizes approximately 20 passenger trips per day.
- Types of Trips: Program at the agency, medical appointments, program at another agency, employment, and housing and case management appointments.

Family Services of Western Pennsylvania

Family Services of Western Pennsylvania (FSWP) provides a wide variety of programs, services, and activities for children, adults, and families living in the northern Allegheny County and Westmoreland and Armstrong counties. Some of the services include outpatient mental health counseling, rehabilitation services and residential services,



foster care, vocational training, and drug and alcohol counseling among others. The agency has residential group home facilities throughout its service area and program facilities in New Kensington, Tarentum, Harmar Township, and East Liberty.

Each of the agency's residential homes has a vehicle for its residents use. In addition, the agency has numerous vehicles at each of its program facilities in order to transport clients to and from appointments and programs.

- Agency owns 63 vehicles, 8 of which are wheelchair accessible.
- Transportation is available Monday through Sunday from 8:00 a.m. to 5:00 p.m. for programs while residential home vehicles are used according to the residents' needs.
- Types of Trips: Program at the agency, medical appointments, field trip/recreation, program at another agency, employment, and shopping/personal business.

Forest Hills Community Service

Forest Hills Community Service (FHCS) is a non-profit, all-volunteer organization that provides demand response transportation for senior citizens and persons with disabilities that live in Forest Hills Borough.

- FHCS owns one 14-passenger van, which is not wheelchair accessible.
- The organization has approximately 30 volunteer drivers.
- Transportation service is available Monday through Friday from 10:00 a.m. to 4:00 p.m. and Sunday from 10:00 a.m. to 12:00 p.m.
- Types of Trips: Medical appointments, programs at other agencies, and shopping/personal business.

Goodwill Industries of Pittsburgh

Goodwill Industries of Pittsburgh operates 24 regional retail stores and several other businesses to support programs and to provide training and employment opportunities for people with disabilities and disadvantages. The local organization serves Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Washington, and Westmoreland counties. In Fayette County, the organization is a contract provider for the Fayette Area Coordinated Transportation system. In Allegheny County, the organization provides a limited amount of transportation for its clients. Each day, its employees are transported from its South Side retail store to other stores throughout the county. In addition, it provides transportation for recreational outings for its senior citizen clients.

- Operates approximately 6 vehicles in Allegheny County.
- Provides transportation services Monday through Saturday from 7:00 a.m. to 5:00 p.m. and Sunday from 7:00 a.m. to 1:00 p.m.



- Type of Trips: Primarily employment but occasional trips for agency programs, congregate meals, medical appointments, and shopping/personal business.

Greenbriar Treatment Center

Greenbriar Treatment Center offers services to treat individuals with chemical dependencies. It has locations in Washington and Allegheny Counties. The organization uses three wheelchair-accessible vehicles to transport its clients to medical appointments.

- Agency owns three wheelchair accessible vehicles.
- There are approximately 62 eligible clients.
- Transportation is provided as needed, but is available 24 hours per day.
- Types of Trips: Medical appointments.

Lifesteps, Inc.

See description in Butler County.

Northern Area Multi-Service Center

Northern Area Multi-Service Center (NAMSC) is a contractor for the ACCESS system. NAMSC primarily serves the communities north of the Allegheny and Ohio Rivers, but does also serve some eastern communities.

- Owns 48 vehicles, 27 of which are wheelchair accessible.
- Provides approximately 775 passenger trips per day.

North Hills Community Outreach

North Hills Community Outreach (NHCO) is an interfaith nonprofit organization that addresses the spiritual, emotional, physical, and material needs of people in crisis, hardship, and poverty. NHCO serves individuals and families in all of northern Allegheny County outside the City of Pittsburgh. The organization operates a transportation shuttle called “Free Rides for Seniors” (FRFS). The FRFS shuttle bus operates along Freeport Road between Blawnox and Sharpsburg and takes seniors to medical appointments, agency programs, and shopping destinations. In addition, through its Faith in Action program, the organization matches volunteer drivers with frail elderly individuals needing transportation.

- NHCO owns one van which is not wheelchair accessible.
- Provides approximately 36 passenger trips daily.
- FRFS is available Monday through Friday from 10:00 a.m. to 4:00 p.m.



- Types of Trips: Medical appointments, program at another agency, and shopping/personal business.

Riverview Community Action Corporation

Riverview Community Action Corporation (RCAC) is a non-profit senior center and community services organization. The agency offers services such as: Meals on Wheels, daily lunches, fitness and many senior activities. The agency offers a door-to-door transportation service for senior citizens. The service only operates in Oakmont and Verona.

- Agency owns one vehicle which is not wheelchair accessible.
- The transportation is available Monday through Friday from 8:30 a.m. to 4:00 p.m.
- Types of Trips: Any trip purpose is allowed. Primary trip types include program at the senior center (including congregate meals), medical appointments, and shopping/personal business.

Travelers Aid

Travelers Aid purchases Port Authority of Allegheny County transit fare instruments through arrangements with more than 70 human service agencies in Allegheny County. After paying a copay for the transit passes, the human service agencies' clients use transit to access medical appointments, education, employment, and behavioral health services, and children and youth services. More than 16,000 individuals obtain the passes and take more than one million transit trips per year.

United Cerebral Palsy of Pittsburgh

United Cerebral Palsy of Pittsburgh (UCP) serves more than 1,300 individuals and families with a wide range of physical and cognitive disabilities, including cerebral palsy, muscular dystrophy, spina bifida, mental retardation, and traumatic brain injury. Through its Community Living and Support Services (CLASS) program, UCP serves more than 200 individuals daily, with all types of disabilities. Most of its clients travel to and from the UCP facility in North Oakland via ACCESS. Once there, the agency uses its vehicles to transport its clients to a variety of appointments and outings.

- Agency owns and rents 9 wheelchair accessible vehicles.
- Provides approximately 20 passenger trips per day.
- Provides transportation Monday through Friday from 9:00 a.m. to 5:00 p.m.
- Types of Trips: Program at the agency, medical appointments, education, field trip/recreation, program at another agency, and shopping/personal business.



Western Pennsylvania Allegheny Health Systems / Allegheny General Hospital

Allegheny General Hospital (AGH), located on Pittsburgh's North Side, provides transportation to discharged patients who have no other means of getting to their home or nursing home. AGH serves patients in Allegheny County, surrounding counties, and surrounding states. The AGH Auxiliary contributes 20 percent of the cost of the service.

- AGH contracts with two companies to provide the service.
- AGH provides approximately 25 passenger trips per day.
- Transportation is available seven days a week from 9:00 a.m. to 9:00 p.m.

WorkLink Community Van Service

The Heritage Health Foundation, Inc. (HHFI) operates three routes, known as WorkLink, in the Upper Mon Valley area of Allegheny County including Braddock, East Pittsburgh, Clairton, Glassport, McKeesport, and the Waterfront in Homestead. The routes, which are open to the general public, enable people in the community to obtain a wider variety of job opportunities at key employment sites. HHFI contracts with P.R.N. Transportation to operate the service.

- HHFI owns four vehicles, all of which are wheelchair accessible.
- Its routes provide approximately 47 passenger trips per day.
- The shuttle service is available Monday through Friday from 6:00 a.m. to 10:30 p.m. and Saturday from 6:30 a.m. to 10:30 p.m.
- Types of Trips: Medical appointments, education, field trip/recreation, programs at agencies, employment, and shopping/personal business.

Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- Sarah Care/Elder Options, Inc.
- Pittsburgh Partnership
- PA Dept. of Community & Econ. Development
- Hemophilia Center of Western Pennsylvania
- Multiple Sclerosis Service Society
- Department of Labor & Industry - Bureau of Blindness & Visual Services
- Presbyterian Senior Care
- Bower Hill Braille Foundation - Southwestern Pennsylvania
- Allegheny Link to Aging and Disability Resources/DHS
- Radio Information Service



- Lutheran Service Society - Primetime Activity Center
- Allegheny East MH/MR - Penn Hills
- Staunton Clinic
- Cancer Caring Center
- Prime Time Adult Day Care Center, Inc
- Regency Hall Adult Day Care Pacer Program
- Neighborhood Legal Services Association
- Epilepsy Foundation of Western PA
- Chartiers Community Mental Health and Retardation Center, Inc
- Bidwell Training Center
- Allegheny Intermediate Unit #3
- University of Pittsburgh - Manufacturing Assistance Center
- Elder ADO Inc - Central Office
- Easter Seal - Western Pennsylvania
- Southwestern Pennsylvania Commission Commute Info Program
- SUM for Success
- Salvation Army - Pittsburgh
- Forbes Regional Health Center
- Center for Victims of Violent Crime
- Emmaus Community of Pittsburgh
- AHEDD
- Allegheny Healthchoices

Summary of Transportation Issues from the Survey

- Need for additional volunteer drivers.
- Transportation needs for disadvantaged populations not on medical assistance or in an employment program.
- Need single point of entry for those seeking transportation. Entity should maintain info on client enrollments and utilization in order to eliminate duplication.
- Paratransit over-capacity during peak times.
- During peak times, do not have enough child restraint systems on vehicles.
- In Robinson retail/employment center, need on-demand service mid-day to late evening for workers.
- Increasing cost of transportation.
- Insufficient funding to meet needs of clients on waiting lists.
- Some problems meeting needs due to Port Authority route reductions.
- Not enough wheelchair vehicles to meet demand.



- Agency cannot serve clients outside of Allegheny County with transportation.
- Increasing cost of vehicles.
- ACCESS requests for service to or from other counties – more than 1.5 miles from destination or origin in a surrounding county.
- Late and/or early pick-ups on ACCESS.
- ACCESS drivers not trained to appropriately deal with behavioral issues.
- Evening transportation.
- Affordability of transit.
- Reliability of public transportation.
- Second and third shift access to jobs.
- Need on-call services if not sure when return trip is needed.
- Problems for those that are frail or unstable but deemed ineligible for ACCESS.
- Accessible, affordable cab fleet would be useful.
- Keeping informed about frequent changes in Port Authority schedules.
- Impact of transit cuts: Long travel times, inconvenient trip times, and more than one transfer to get to destination (which also means more money spent on fares).
- Impact of transit cuts: Many areas now unserved.
- Limited ACCESS service into other counties. Late pick-ups.
- Difficulty for clients making transfers among ACCESS vehicles.
- Problems for clients in suburban areas where transit service is infrequent or non-existent.
- Need to educate people on how to use public transportation.



Armstrong County

Description of Transportation Providers

Town and Country Transit

Town and Country Transit is a public transit agency that serves Kittanning and surrounding communities in Armstrong County. It operates four fixed routes in the Kittanning area as well as shared ride services for senior citizens throughout Armstrong County. The agency uses contractors to provide a small amount of its shared ride service, primarily in southern Armstrong County.

- Agency owns 23 vehicles, 17 of which are wheelchair accessible.
- Provides approximately 260 passenger trips per day.
- Fixed route services are available Monday through Friday from 6:00 a.m. to 11:30 p.m. and Saturday from 8:00 a.m. and 7:00 p.m. Shared ride services are available Monday through Friday from 7:00 a.m. to 7:00 p.m.
- Trip Types: Any trip purpose.

Butler County Association for the Blind

The Butler County Association for the Blind provides transportation services for visually impaired and financially eligible individuals residing in Butler and Armstrong Counties. Most trips are provided within the two counties; however, the agency will transport individuals to the Pittsburgh area.

- The agency owns four vehicles. None are wheelchair accessible.
- Provides services Monday through Friday from 8:30 a.m. to 4:30 p.m.
- Trip Types: Agency programs, medical appointments, field trips and recreation, and shopping/personal needs.

Byers Taxi

Byers Taxi is a private company that under contract provides shared ride and MATP transportation services for northern Westmoreland County and shared ride services for residents of lower Armstrong County.

- Owns 38 vehicles, of which 7 are wheelchair accessible.
- Provides approximately 400 passenger trips per day.
- Provides services Monday through Friday from 5:30 a.m. to 7:00 p.m., Saturday from 6:00 a.m. to 7 p.m., and Sunday from 7:00 a.m. to 1:00 p.m.



- Trip Types: Congregate meals, medical appointments, education, field trips/recreation, programs at other agencies, employment, and shopping/personal business.

Family Services of Western Pennsylvania

See description in Allegheny County

Lifesteps, Inc.

See description in Butler County.

Pittsburgh North Aire-Ride

Pittsburgh North-Aire Ride is a private company that provides Medical Assistance Transportation Program (MATP) trips as a contractor in Indiana, Armstrong, and Butler counties in Southwestern Pennsylvania. When serving the residents of these three counties, the provider makes many trips to Pittsburgh hospitals.

- Own 73 vehicles, 14 of which are wheelchair accessible.
- Provides services Monday through Friday 4:00 a.m. to 9:00 p.m., Saturday from 4:00 a.m. to 3:00 p.m., and Sunday from 4:00 a.m. to 12:00 p.m.
- Trip Types: Medical only.

Summary of Transportation Issues from the Survey

- Geographic coverage of the fixed route system is very limited.
- Minimal evening and weekend service on the fixed route system.
- Difficult to access jobs due to dispersion of employers and population throughout the county.
- Not enough funding of rural transit.
- Some rural areas inaccessible in inclement weather.
- Impact of Port Authority service cuts on those routes that served near Armstrong County.



Beaver County

Description of Transportation Providers

Beaver County Transit Authority

The Beaver County Transit Authority (BCTA) provides a variety of public transportation services to Beaver County residents. BCTA services include seven fixed routes, a demand response service, and a medical assistance service. BCTA operates seven fixed routes – five local and two express routes to Pittsburgh. Transfers among the routes are facilitated at the Rochester Transportation Center. Through its Demand and Response Transportation (DART) system, BCTA provides complementary paratransit, shared ride transportation for senior citizens, shared ride transportation for persons with disabilities, and medical assistance transportation.

- Agency owns 23 DART vehicles and 26 fixed route vehicles, all of which are wheelchair accessible.
- Provides approximately 330 and 2,600 passenger trips per day on the DART and fixed route systems respectively.
- DART service is available Monday and Friday from 5:00 a.m. to 5:00 p.m.; Tuesday, Wednesday, Thursday from 5:00 a.m. to 10:00 p.m.; and Saturday from 9:00 a.m. to 5:00 p.m. Fixed routes operate Monday through Friday from 4:45 a.m. to 9:15 p.m. and Saturday from 7:30 a.m. to 7:45 p.m. Express routes to Pittsburgh only operate on weekdays.
- Types of Trips. Any trip purpose for general public trips. Program-specific trips include congregate meals, medical appointments, education, field trip/recreation, program at another agency, employment, and shopping/personal business.

Beaver County Behavioral Health

Beaver County Behavioral Health provides a wide range of services for mental health, mental retardation, early intervention, and drug and alcohol addiction. The agency contracts with BCTA to provide transportation for its clients for medical appointments, agency programs, and employment.

Beaver County Lighthouse for the Blind

The Beaver County Lighthouse for the Blind provides all-day recreational activities and meals at its location in New Brighton each Wednesday. Lighthouse for the Blind contracts with BCTA to transport its clients to the center. Once there, the agency uses its one vehicle to transport its clients on recreational outings. On one Saturday night per month, the Lions Clubs of Beaver County sponsor a social evening at the center. For the parties, Lighthouse for the Blind transports several patrons to and from the parties.



- Agency owns one vehicle which is wheelchair accessible.
- There are approximately 190 eligible clients.
- Transportation services are provided on Wednesday and one Saturday per month.
- Types of Trips: Program at the agency, meals, and recreation/field trips.

Beaver County Office on Aging

The Beaver County Office on Aging (BCOA) contracts with BCTA and Medic Rescue to provide transportation to seniors in the county. BCOA provides additional subsidization of shared ride for senior citizens trips for those age 65 and older. It also subsidizes trips for individuals age 60 to 64 that do not qualify for the shared ride program due to age requirements. The DART system provides trips for congregate meals, medical appointments, field trip/recreation, and shopping/personal business. BCOA contracts with Medic Rescue to provide non-emergency medical transportation for the agency's clients that receive intensive in-home services.

Friendship Homes

Friendship Homes is a supportive housing program of the Salvation Army. The goal of the program is to find permanent housing for homeless individuals with one of the following disabilities: physical, drug and alcohol, or mental health/mental retardation. The agency has one vehicle that is used to transport residents of the program.

- Agency owns one vehicle which is not wheelchair accessible.
- Provides transportation Monday through Friday from 9:00 a.m. to 3:00 p.m.
- Types of Trips: Congregate meals, medical appointments, education, field trip/recreation, shopping/personal business, and other trips such as welfare, drug and alcohol, and recovery meetings.

Lifesteps, Inc.

See description in Butler County.

Supportive Services Inc.

Supportive Services Inc. is a non-profit organization serving the mental health needs of the residents of Beaver County. The agency staff provides transportation for its clients for a variety of needs.

- Agency owns 10 vehicles, none of which are wheelchair accessible.
- There are approximately 58 eligible clients.
- Transportation is available primarily Monday through Friday from 8:00 p.m. to 6:00 p.m., however, the agency does provide evening and weekend trips for recreation and shopping.



- Types of Trips: Medical appointments, education, field trip/recreation, and shopping/personal business.

Valley Care Adult Day Services

Valley Care Adult Day Services provides adult day care services at its location in Ambridge. The agency uses one vehicle to take its participants out for lunch or on field trips.

- Agency owns one vehicle.
- Types of Trips: Field trip/recreation

Washington Greene County Job Training Agency, Inc.

Serves Beaver County. See description in Greene County.

Western Psychiatric Institute and Clinic Beaver Valley Mental Health Services

Western Psychiatric Institute and Clinic Beaver Valley Mental Health Services (WPIC) provides a wide array of psychiatric services from its location in Rochester, Beaver County. The agency provides transportation for its clients to access services at its facility through the Medical Assistance Transportation Program.

- Agency owns 8 vehicles, 4 of which are wheelchair accessible.
- Provides approximately 43 passenger trips per day.
- Services are available Monday through Friday from 7:00 a.m. to 8:00 p.m.
- Types of Trips: Program at the agency and field trip/recreation.

Non-Transportation Provider Respondents

A survey was also received by the following agency that indicated that they do not provide transportation.

- Housing Authority of Beaver County

Summary of Transportation Issues from the Survey

- Affordability of BCTA and DART services for users.
- Job opportunities are limited because of lack of public transportation to areas in Chippewa such as Wal-Mart, Home Depot, and Kmart.
- Long rides and early/late pick-ups on DART and ACCESS.
- Out of county transportation.
- More evenings and weekend service.



- Some clients too frail to climb on a bus and cannot tolerate a long bus ride.



Butler County

Description of Transportation Providers

Butler Transit Authority

The Butler Transit Authority operates a public transit system that serves Butler City and Butler Township.

- Services are provided by a contractor using BTA-owned vehicles.
- Owns six wheelchair-accessible, 29-passenger vehicles.
- Operates five fixed routes within its service area.
- Service hours are Monday through Saturday from 5:30 a.m. to 9:45 p.m. and Sunday from 10:45 a.m. to 5:30 p.m.
- Trip Types: Any trip purpose.

Butler County Community Action/Butler Area Rural Transit

Through its Butler Area Rural Transit (BART), the Butler County Community Action (BCCA) provides shared ride transportation for senior citizens and medical assistance transportation in Butler County. The general public can utilize the system by paying a fare. Shared ride service is not available in some communities and townships in the north and northwest parts of the county.

- BCCA contracts with the Lutheran Service Society to provide its services.
- The agency owns 15 vehicles, all of which are wheelchair accessible.
- Provides approximately 235 passenger trips per day.
- Service is provided Monday through Friday from 7:00 a.m. to 4:00 p.m.

Butler County Association for the Blind

The Butler County Association for the Blind provides transportation services for visually impaired and financially eligible individuals residing in Butler and Armstrong Counties. Most trips are provided within the two counties; however, the agency will transport individuals to the Pittsburgh area.

- Owns four vehicles which are not wheelchair accessible.
- Provides services Monday through Friday from 8:30 a.m. to 4:30 p.m.
- Trip Types: Agency programs, medical appointments, field trips and recreation, and shopping/personal needs.



Lifesteps

Lifesteps, Inc. provides a wide range of services for children, families, and persons with disabilities including evaluation, day-programs, and community homes. Lifesteps provides services in Butler, Allegheny, Armstrong, Beaver, Indiana, Washington, and Westmoreland counties.

- Agency provides demand response and fixed route services for its clients. Each community home also has a vehicle.
- Owns 51 vehicles, 17 of which are wheelchair accessible.
- Provides transportation for day programs Monday through Friday from 8:00 a.m. to 5:00 p.m. Transportation at community homes is available 24 hours per day.
- Types of Trips: Agency programs, medical appointments, education, field trips/recreation, program at another agency, and shopping/personal business.

Pittsburgh North-Aire-Ride

See description in Armstrong County.

Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- Visiting Nurses
- Mental Health Association in Butler County
- Tri-County Workforce Investment Board

Summary of Transportation Issues from the Survey

- Employment access in the Cranberry area.
- Need for wheelchair accessible vans, newer vehicles with less mileage.
- BART does not provide service in the northern part of the county because it is sparsely populated and not cost effective to transport one or two rides out there.
- BART only operates until 4:00 p.m. Some users can only use it to get one way to work.
- Minimal transportation services exist in Butler.
- Some transportation in rural areas may only be available one day per week.
- Need to engage school districts.
- Lack of evening and weekend transportation.
- Special needs clients under 60 years old need affordable transportation.



Fayette County

Description of Transportation Providers

Fayette Area Coordinated Transportation

Fayette Area Coordinated Transportation (FACT) is a transportation agency based at the Fayette County Office of Human and Community Services. FACT provides a wide range of services in Fayette County. Its demand response services include medical assistance transportation, shared ride transportation for senior citizens, shared ride transportation for persons with disabilities, ADA complementary paratransit, and welfare-to-work transportation. FACT's fixed route system serves the communities of Uniontown, Brownsville, Connellsville, Fairchance, Farmington, Hopwood, Masontown, Republic, and Smithfield. It operates a weekday commuter route into Downtown Pittsburgh.

- The FACT system utilizes 57 vehicles (agency-owned and contractor-owned vehicles), 55 of which are wheelchair accessible.
- The system provides approximately 425 passenger trips and 140 passenger trips per day on the fixed route and demand response services respectively.
- Fixed route services operate Monday through Saturday from 6:00 a.m. to 10:00 p.m. and Sunday from 6:30 a.m. to 6:00 p.m. (fewer fixed routes operate on Saturday and Sunday). Demand response service is available Monday through Saturday from 7:00 a.m. to 5:00 p.m. and Sunday from 7:00 a.m. to 1:00 p.m.
- Type of Trips: Any trip purpose for general public services. Program specific trips include: medical, education, field trip/recreation, program at another agency, employment, shopping/personal business, and senior centers.

ARC, Fayette County

ARC Fayette County provides a wide range of services for individuals that are mentally and/or physically disabled. The agency operates weekday fixed routes and flexible routes to serve some of its clients, primarily to access the agency's programs, take field trips, and conduct personal business.

- The agency owns 12 vehicles, 2 of which are wheelchair accessible.
- The agency has 100 eligible clients.
- Transportation service is provided Monday through Friday from 6:45 a.m. to 9:00 a.m. and 2:00 p.m. to 4:00 p.m.
- Types of Trips: Program at the agency, congregate meals, field trip/recreation, program at another agency, and shopping/personal business.



Fayette County Housing Authority

Under contract with FACT, the Fayette County Housing Authority provides shared ride services for adult daycare programs in Connellsville and Perryopolis.

Goodwill Industries

Goodwill Industries is a contractor for FACT.

Intermediate Unit 1

Intermediate Unit 1 (IU1) is a regional consortium to collaborate with school districts in Fayette, Greene, and Washington Counties and provide vital specialized support services for students. The Intermediate unit provides pupil transportation for school districts in the three counties.

- IU1 contracts with five companies to operate the pupil transportation.
- Approximately 50 school buses are used to provide the transportation.
- Transportation is provided 7:00 a.m. to 4:00 p.m. Monday through Friday.
- Types of Trips: Education and field trips/recreation.

Mid Mon Valley Transit Authority / 88 Transit Lines, Inc.

See description in Washington County.

Southwestern Pennsylvania Human Services – Partial Hospitalization Program

See description in Westmoreland County.

Tri-County Patriots for Independent Living

See description in Washington County.

Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- PA CareerLink Fayette County
- Chestnut Ridge Counseling Services
- Fayette County Community Action, Inc
- Communities in Schools
- Fayette County Housing Authority
- Harmarville Rehabilitation Center



- Fayette County State Health Center
- Family Health Council, Inc
- Connellsville Area Community Ministries

Summary of Transportation Issues from the Survey

- Lack of driver sensitivity.
- Transportation providers dictate times and areas of service.
- Late pick-ups or no-shows by providers.
- Clients have difficulty attending appointments at sites in Uniontown and Connellsville.
- No evening hours on demand response service.
- Early or late pick-ups for demand response service.
- The one-hour window for pick-up is too long.
- Long wait period for scheduling trips over the phone.
- Insufficient marketing of availability of transportation programs.
- Service for evening programs at Penn State Campus.
- Limited hours for scheduling trips.



Greene County

Description of Transportation Providers

Greene County Human Services Department – Transportation Department

The Greene County Human Services Department operates a demand response transportation system in Greene County. The agency provides shared ride services for senior citizens, senior center trips, welfare-to-work trips, medical assistance transportation, and persons with disabilities transportation. A person that does not qualify for one of those programs would have to pay the full price of a trip. The agency provides medical trips to Washington each weekday, transports to Pittsburgh on Mondays, Wednesdays, and Fridays. Medical trips to Uniontown and Morgantown are available on Tuesdays and Thursdays.

- Agency owns 16 vehicles, all of which are wheelchair accessible.
- Provides approximately 250 passenger trips per day.
- Service is available Monday through Friday from 6:00 a.m. to 6:00 p.m.
- Types of Trips: Congregate meals, medical appointments, education, field trip/recreation, programs at other agencies, employment and shopping/personal business.

AMI, Inc.

AMI, Inc. is a non-profit agency that provides social and psychiatric rehabilitation to adults recovering from mental illness. In the morning the agency transports clients to its facility in Waynesburg for day programs with a return trip provided in the afternoon. The vehicle is available for field trips and recreation during the middle of the day.

- Agency owns one vehicle.
- Operates route to facility Monday through Friday from 8:00 a.m. to 9:30 a.m. and 2:30 p.m. to 4:00 p.m.
- Types of Trips: Agency program and field trip/recreation.

Intermediate Unit 1

See description in Fayette County.

Tri-County Patriots for Independent Living

See description in Washington County.



Washington Greene County Job Training Agency, Inc.

The Washington Greene County Job Training Agency, Inc. provides job training, employment assistance, and supportive services for residents of Washington, Greene, and Beaver Counties. Transportation is one of the supportive services that the agency provides to its clients to enable them to access job training and employment. The agency contracts with Washington Rides, Beaver County Transit Authority, the Mid Mon Valley Transit Authority, and Zaler Bus Company (in Greene County) to provide transportation for its clients.

- Agency contracts for transportation services.
- Trips to the agency's offices are provided Monday through Friday. The schedule of employment trips depends on the clients work schedule.
- Types of Trips: Program at the agency, education, field trip/recreation, program at another agency, and employment.

Summary of Transportation Issues from the Survey

None identified.



Indiana County

Description of Transportation Providers

Indiana County Transit Authority

The Indiana County Transit Authority, known as IndiGO, provides fixed route service in Indiana Borough and the vicinity which some service to Blairsville and Saltsburg. In addition, the system provides shared ride transportation for senior citizens, medical assistance transportation, and a weekend/evening demand response service for welfare-to-work participants. IndiGO provides the shared ride and medical assistance trips directly or through a subcontractor. Using JARC funding, IndiGO provides an evening and weekend demand response service for welfare-to-work participants.

- IndiGO owns 11 fixed route vehicles and 14 shared ride vehicles, all of which are wheelchair accessible.
- Provides approximately 39,000 and 225,000 passenger trips per year on the shared ride and fixed route systems respectively.
- Provides fixed route service Monday through Friday from 6:00 a.m. to 2:00 a.m. and shared ride service Monday through Friday from 6:00 a.m. to 4:30 p.m.
- Types of Trips: Any trip purpose for general public trips. Program-specific trips include medical, shopping, and sheltered workshops among others.

Indiana County Community Action Program

The Indiana County Community Action Program (ICCAP) administers the county's welfare-to-work programs. The agency provides participants with assistance to repair their vehicles.

Indiana County Department of Human Services

The Indiana County Department of Human Services (ICDHS) contracts with IndiGO to provide medical assistance trips. ICDHS also serves as the county's information and referral agency. The agency produced a brochure that describes all of the general and special needs transportation options. The following is a description of the other services available in Indiana County. Visit the agency's website for more information: www.humanservices-countyofindiana.org

- General Services
 - Pittsburgh North Aire Ride: Airport and other van transportation.
 - Greyhound: Travels through the bus depot in downtown Indiana.
 - Stewart Bus: Airport and other transportation.
 - Turbo Taxi: Taxi service in Indiana Borough and surrounding townships.



- Special Needs Transportation
 - Aging Services
 - American Cancer Society: Using volunteer drivers, provides free transportation to cancer patients for treatments and appointments.
 - Citizen’s Transport Service: Provide wheelchair vans and ambulatory rides for non-emergency, medical appointments.
 - Clarion Psychiatric Center: When no other options exist, the center will provide transportation for individuals that have been admitted to the hospital.
 - Community Care Management: Provides mileage reimbursement for medical and social service appointments for people living with AIDS/HIV.
 - Indiana County Assistance Office: Provides mileage reimbursements to persons receiving cash or medical assistance.
 - Indiana County Blind Association: Transports visually impaired individuals to appointments.
 - Indiana County CareNet: Uses volunteers to transport the elderly and persons with disabilities for shopping and medical appointments when persons have no other means.
 - Indiana County Veterans Office: Transports veterans to facilities in Pittsburgh, Butler, Altoona, DuBois, or Johnstown.
 - Excela Health Latrobe Hospital: Provides van transportation to patients that have no other way to get to the hospital or its other facilities.
 - Leukemia and Lymphoma Society: Provides mileage reimbursements to leukemia/lymphoma patients for medical appointments and treatments.
 - Med-Van: Provides wheelchair/stretchers and automobile transportation to medical or non-emergency appointments.
 - Muscular Dystrophy Association: Will pay the cost of transportation to MDA clinics in Pittsburgh and Johnstown.
 - National Kidney Foundation of Western Pennsylvania: Eligible clients are reimbursed for travel to and from dialysis appointments.
 - Office of Vocational Rehabilitation: Assists eligible clients with transportation where hardship is established.
 - Shriner’s Hospital: Transportation to Shriner’s Hospitals is available for those who qualify.

Lifesteps, Inc.

See description in Butler County.

Med-Van Transport

Med-Van Transport is a private company that provides medical transportation to residents in Cambria, Blair, Clearfield, and Indiana counties. Under contract with IndiGO, Med-Van provides medical assistance and shared ride transportation for seniors trips. The company provides services to the general public as well.



- Med-Van owns 75 vehicles, 45 of which are wheelchair accessible. The vehicle fleet is a mixture of minivans, wheelchair vans, and ambulances.
- Provides approximately 200 passenger trips per day.
- Service is available Monday through Friday from 5:00 a.m. to 7:00 p.m.

Torrance State Hospital

Torrance State Hospital is a public psychiatric hospital funded by the Department of Public Welfare through its Office of Mental Health and Substance Abuse and its Bureau of Hospital Operations. The geographic service area of the hospital includes the counties of Armstrong, Indiana, Bedford, Somerset, Blair, Butler, Cambria, Fayette, and Westmoreland. In addition, six townships in northeastern Allegheny County are served by this hospital. The hospital provides transportation services for its patients. It frequently transports patients to Latrobe, Greensburg, Indiana, and Pittsburgh.

- The hospital owns 12 vehicles, 2 of which are wheelchair accessible.
- Provides approximately 12 passengers trips per day.
- Transportation is provided Monday through Friday from 6:00 a.m. to 8:00 p.m. and Saturday and Sunday from 8:00 a.m. to 4:00 p.m.
- Types of Trips: Program at the hospital, medical appointments, field trip/recreation, shopping/personal business, and trial visits and placements.

Pittsburgh North-Aire-Ride

See description in Armstrong County.

Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- Armstrong-Indiana Drug and Alcohol Commission, Inc
- Salvation Army
- ICW Vocational Services Inc

Summary of Transportation Issues from the Survey

- Employee retention.
- Need for evening services.
- Medical trips for those not on medical assistance.
- Affordable medical trips for out-of-county specialists.
- Lack of regular transit routes to get to jobs.



- Ford City, Kittanning malls – evening transportation for employment.
- CareerLink in Kittanning 8 a.m. to 4 p.m.
- Clients that lack medical assistance can't get to treatment centers.
- Lack of bus service from Kittanning to Pittsburgh or Kittanning to Butler, etc.
- Problems accessing transportation services if not a client of Dept. Public Welfare or medical assistance recipient.
- Evening and weekend transportation to get to various employment sites within county.



Lawrence County

Description of Transportation Providers

New Castle Area Transit Authority

The New Castle Area Transit Authority (NCATA) serves the City of New Castle, Nesshannock Township, Shennango Township, Union Township, and portions of Lawrence County. NCATA operates fixed routes in the New Castle vicinity as well as other communities such as New Wilmington, Volant, Grove City, Ellwood City, and Wampum among others. NCATA operates a weekday route to Downtown Pittsburgh.

- Agency owns 27 vehicles, all of which are wheelchair accessible.
- Local services are available Monday through Friday from 5:20 a.m. to 7:15 p.m. and Saturday from 7:15 a.m. to 7:15 p.m. Routes to Pittsburgh operate Monday through Friday.
- Types of Trips: Any trip purpose.

Allied Coordinated Transportation Services, Inc.

Allied Coordinated Transportation Services, Inc. (ACTS) is a transportation agency based at the Lawrence County Community Action Partnership (LCCAP). ACTS provides a wide range of services in Lawrence County including: medical assistance transportation, shared ride transportation for senior citizens, complementary paratransit for NCATA and shared ride services for persons with disabilities, contract services for Lawrence County Mental Health/Mental Retardation and insurance companies, childcare transportation for low-income families, Head Start, and welfare-to-work transportation.

- Agency owns 21 vehicles, 19 of which are wheelchair accessible (does not include school buses for Head Start).
- Provides approximately 400 passenger trips per day.
- Services are available Monday through Friday from 5:00 a.m. to 6:00 p.m.
- Types of trips: Program at the agency, congregate meals, medical appointments, education, field trip/recreation, programs at other agencies, employment, and shopping/personal business.

La Casa Personal Care Home

La Casa Personal Care Home provides services in Lawrence County. Its clients can use a demand response transportation service.

- The agency owns 2 vehicles, which are not wheelchair accessible.
- Transportation is available on a variable schedule.



- Types of Trips: Medical appointment, field trip/recreation, and shopping/personal business.

Little Peoples Daycare

Through a contract with ACTS, Little Peoples Daycare provides transportation for low-income families from its daycare to nearby schools in the New Castle, Union, and Shenango school districts. The hours of transportation are 8:30 a.m. to 10:00 a.m. and 2:30 p.m. to 4:00 p.m. Monday through Friday.

Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- Disability Options Network
- Human Services Center
- Lawrence County Gericare
- Lawrence County Community Action Partnership
- L.C.A.R.C. Personal Care Home
- Office of Vocational Rehabilitation
- Lawrence County Social Services, Inc.

Summary of Transportation Issues from the Survey

- Long wait times for return trips.
- Changes to fixed route alignments and location of the transfer point have made it harder to get where they need to go at times.
- Evening and weekend hours.
- Second and third shift access to jobs.
- Crossing counties for appointments or employment.
- Rural connections.
- Long wait period for return trips.
- Affordability of transit services.
- Needy individuals that do not qualify for a transportation program.
- Need for improved driver sensitivity.
- Rising cost of providing and purchasing transportation.
- Lack of on-demand transit services. Taxis unaffordable.



Washington County

Description of Transportation Providers

Washington County Transportation Authority

Washington County Transportation Authority (Washington Rides) provides door-to-door, advance reservation, demand-responsive service throughout the Washington County. In addition to general public services, the agency provides trips through the following programs: Shared ride transportation for senior citizens, shared ride transportation for persons with disabilities, medical assistance transportation, and welfare-to-work. Washington Rides contracts with the following entities to provide the transportation: Laidlaw Transit Services, White Line Taxi, GG&C Bus Company, and Tri-County Access.

- Agency owns approximately 20 vans which are leased to the contractors to provide service. The contractors also supply their own vehicles in order to meet demand.
- Provides approximately 1,200 passenger trips per day.
- Transportation services are available Monday through Saturday from 6:00 a.m. to 8:00 p.m.
- Types of Trips: Any purpose for general public trips. Program-specific trips include congregate meals, medical appointments, education, field trip/recreation, program at another agency, employment, and shopping/personal business.

City of Washington

The City of Washington, through its contractor GG&C, provides fixed route and complementary paratransit service in the City of Washington along with a commuter bus service to Pittsburgh.

- City provided services require 4 wheelchair accessible buses.
- The fixed routes within the City operate from approximately 8:00 a.m. to 4:00 p.m. Monday through Saturday. There are six Pittsburgh commuter trips Monday through Friday from 5:30 a.m. to 7:20 p.m. There are two Pittsburgh trips on Saturdays.
- Types of Trips: Any trip purpose.

Beth Center Senior Center

The Beth Center Senior Center provides weekday senior social and nutritional activities at its center in Vestaburg, Washington County. The senior center contracts with Washington Rides to transport several of its participants to the senior center. The senior center uses its one vehicle to transport seniors to activities outside of the center such as shopping trips and funeral home trips among others. The center occasionally provides transportation for weekend activities.



- Agency owns one vehicle, which is not wheelchair accessible.
- One staff person and one volunteer driver provide the daytime transportation.
- Provides between 30 and 50 trips each month.
- Types of Trips: Program at the center, congregate meals, medical appointments, field trip/recreation, program at another agency, and shopping/personal business.

GG&C

GG&C is the contractor for the City of Washington's fixed route services and is also a contractor through Washington Rides.

Intermediate Unit 1

See description in Fayette County

Lifesteps, Inc.

See description in Butler County.

Mid Mon Valley Transit Authority (MMVTA)

Mid Mon Valley Transit Authority (MMVTA) provides local fixed-route public transportation in the Mon Valley communities of eastern Washington County, western Westmoreland County and parts of Fayette County. MMVTA also provides a commuter service into Pittsburgh and operates a student transportation program for California University of Pennsylvania. MMVTA contracts with 88 Transit Lines, Inc. to provide its fixed route and complementary paratransit services.

- MMVTA owns 28 vehicles, all of which are wheelchair accessible.
- Provides approximately 1200 passenger trips per day.
- Transportation is available Monday through Friday from 4:50 a.m. to 1:13 a.m., Saturday from 6:00 a.m. to 12:44 a.m., and Sunday from 8:00 a.m. to 7:45 p.m.
- Types of Trips: Any purpose general public trips.

Tri County Access Co., Inc.

Tri County Access Co., Inc is a contract provider for the Washington Rides program. It provides trips in the Mid Mon Valley region.

88 Transit Lines, Inc.

Through a contract, 88 Transit Lines, Inc. provides fixed route and complementary paratransit services for MMVTA.



Greenbriar Treatment Center

Greenbriar Treatment Center offers services to treat individuals with chemical dependencies. It has locations in Washington and Allegheny Counties. The organization uses three wheelchair-accessible vehicles to transport its clients to medical appointments.

- Agency owns three wheelchair accessible vehicles.
- There are approximately 62 eligible clients.
- Transportation is provided as needed, but is available 24 hours per day.
- Types of Trips: Medical appointments.

Mental Health Association of Washington County

Mental Health Association of Washington County provides advocacy and community support services for people with mental health issues.

- Agency owns vehicles, none of which are wheelchair accessible.
- Serves approximately 28 eligible clients
- Provide transportation Monday through Friday from 9:00 a.m. to 5:00 p.m. and on weekends as needed.
- Types of Trips: Program at the agency, medical appointment, education, field trip/

Southwestern Pennsylvania Human Services – Partial Hospitalization Program

See description in Westmoreland County.

Tri-County Patriots for Independent Living

Tri-County Patriots for Independent Living (TRIPIL) provides services to individuals with disabilities to aid them in living independently. The agency serves clients in Washington, Greene, and Fayette Counties. The agency provides transportation for its clients when they cannot use or do not qualify for other available transportation services.

- Agency owns four wheelchair accessible vehicles.
- It has approximately 200 eligible clients.
- Transportation is available at varying times based on client needs.
- Types of Trips: Program at the agency, medical appointment, field trip/recreation, program at another agency, and advocacy.



Washington County Department of Human Services

For its many programs, the Washington County Department of Human Services (WCDHS) contracts with Washington Rides to provide transportation to program participants.

- Types of Trips: Program at the agency, congregate meals, medical appointments, education, field trip/recreation, program at another agency, employment, and shopping/personal business.

Washington County Mental Health and Mental Retardation

Washington County Mental Health and Mental Retardation (MH/MR) administers a wide range of clinical, behavioral, developmental, rehabilitation, and other specialized services. The agency contracts with Washington Rides to transport its clients to programs at the agency as well as employment.

- Agency does not own any vehicles.
- Through its contract with Washington Rides, it provides about 18 passenger trips per day. The agency has approximately 9 eligible clients.
- Transportation is provided Monday through Friday from 9:00 a.m. to 3:00 p.m.
- Types of Trips: Program at another agency and employment.

Washington Greene County Job Training Agency, Inc.

See description in Greene County

Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- Community Action Southwest
- Gateway VISION Drug and Alcohol Treatment
- Centerville Clinics Inc - MH/MR - Fredericktown

Summary of Transportation Issues from the Survey

- Sunday transportation is often requested for church and employment. However, it was previously offered and not utilized sufficiently to justify the costs.
- Need for more wheelchair accessible vehicles.
- Second and third shift access to jobs.
- Rising cost of providing transportation along with inadequate funding.



- Limited hours of available services.
- Employment pick-ups after 9 p.m.
- Late appointments cannot be accommodated at times by the county transportation.
- Evening and weekend transportation.



Westmoreland County

Description of Transportation Providers

Westmoreland County Transit Authority

Westmoreland County Transit Authority (WT) is a public transit agency that serves numerous communities in Westmoreland County as well as portions of eastern Allegheny County, Downtown Pittsburgh, and Cambria County. The system operates 17 weekday routes and 6 Saturday routes. The agency contracts with several companies to provide fixed route, complementary paratransit, and medical assistance transportation.

- The agency owns 31 vehicles, all of which are wheelchair accessible. These vehicles are used for the fixed route service.
- The agency provides approximately 380 passengers trips per day through the Medical Assistance Transportation Program.
- Service hours are Monday through Friday from 5:30 a.m. to 9:30 p.m. and Saturday from 9:00 a.m. to 5:00 p.m.
- Types of Trips: Any trip purpose for general public services. Program-specific trips include medical trips.
- Complementary Paratransit and Medical Assistance Contractors include: Byers Taxi, Jeannette City Transit, Manor Valley Taxi, Mt. Pleasant Yellow Cab, Valley Transportation, Veterans Cab, and Yellow Cab of Greensburg.

Byers Taxi

See description in Armstrong County.

Family Services of Western Pennsylvania

See description in Allegheny County.

Jeannette City Transit

Jeannette City Transit is a taxi company that serves Jeannette, Herminie, Export, Delmont, Sewickley Township, and other parts of Westmoreland County. In addition to providing taxi services that are open to the public, the company provides welfare-to-work and medical assistance transportation for Westmoreland County residents.

- The company owns three wheelchair accessible vehicles.
- Provides approximately 70 passenger trips per day.



- Provides transportation Monday through Saturday from 7:00 a.m. to 5:00 p.m. Welfare-to-work trips are provided 24 hours per day.
- Types of Trips: Any general purpose trip. Program-specific trips include medical appointments, education, field trip/recreation, employment, and shopping/personal business.

Lifesteps, Inc.

See description in Butler County.

Mid Mon Valley Transit Authority / 88 Transit Lines, Inc.

See description in Washington County.

Mental Health Association in Westmoreland County

The Mental Health Association in Westmoreland County provides advocacy, education, and services for those with mental health and mental illness issues. It transports some of its clients to its facility for services.

- Agency owns one vehicle which is not wheelchair accessible.
- Provides transportation approximately two-and-a-half hours per weekday.
- Types of Trips: Program at the agency.

Passavant Memorial Homes

Passavant Memorial Homes provides supported living arrangements for persons with disabilities in community homes.

- Agency owns two vehicles to support its community living services.
- The vehicles are available 24 hours per day to transport residents as needed.
- Types of Trips: The primarily types of trips provided include agency programs, congregate meals, medical appointments, field trips/recreation, and shopping/personal business.

Paula Teacher & Associates, Inc.

Paula Teacher & Associates, Inc. provides transportation as a supportive service for the other services it provides for Westmoreland County residents.

- Paula Teacher & Associates owns four vehicles which are not wheelchair accessible.
- The schedule for transportation varies but is generally provided Monday through Friday from 10:00 a.m. to 5:00 p.m. with some evening hours.



- Types of Trips: Education, program at another agency, and employment/volunteering among others.

Pressley Ridge

Pressley Ridge provides an array of services to troubled and developmentally challenged children while helping these children remain close to their families and communities. The agency provides foster care, community-based programs, and residential and educational services. The agency provides client transportation for medical appointments and community outings.

- Pressley Ridge in Westmoreland County owns 2 vehicles which are not wheelchair accessible.
- Provides transportation Monday through Friday from 6:00 a.m. to 7:00 p.m. and Saturdays and Sundays from 1:00 p.m. to 4:00 p.m.
- Types of Trips: Program at the agency, medical appointments, and shopping/personal business.

Southwestern Pennsylvania Human Services – Partial Hospitalization Program

The Southwestern Pennsylvania Human Services (SPHS) transports clients to its facility for its Partial Hospitalization Program. This program serves residents in Westmoreland, Washington, and Fayette counties.

- Agency owns 7 vehicles, 1 of which is wheelchair-accessible.
- Transportation services are provided Monday through Friday from 7:30 a.m. to 10:00 p.m.
- Types of Trips: Program at the agency.

Threshold, Inc.

Threshold, Inc. provides demand response services to its clients in Westmoreland County.

- The agency owns 3 vehicles which are not wheelchair-accessible.
- Operates transportation Monday through Friday from 8:00 a.m. to 10:00 a.m. and from 2:30 p.m. to 4:00 p.m.
- Types of Trips: Medical appointments and programs at other agencies.

Wesley Spectrum Services

Wesley Spectrum Services is a contractor for the Westmoreland County Children's Bureau and Juvenile programs to provide services family, education, and mental health



services for children and families. Transportation is often provided as a part of other services.

- Agency staff transport clients using personal vehicles.
- Transportation may be provided at all hours of the day as needed by the client.
- Types of Trips: Medical appointments, programs at another agency, and family visitations.

Westmoreland Case Management and Supports

Westmoreland Case Management and Supports (WCSI) provides a wide array of mental health and mental retardation services in Westmoreland County. The agency transports its clients for medical appointments, programs at the agency, and mental health appointments.

- The agency owns 27 vehicles.
- There are 57 eligible clients.
- Transportation services are provided Monday through Friday from 8:30 a.m. to 4:30 p.m.
- Types of Trips: Programs at the agency, medical appointments, and mental health appointments.

Westmoreland County Area Agency on Aging

The Westmoreland County Area Agency on Aging (WCAAA) sponsors the Priority Transportation Program. The Priority Transportation Program is an enhancement of the shared ride transportation program for senior citizens. It enables residents that are 60 years old and older (versus the 65 year requirement for shared ride) to pay a smaller copay (5 percent versus 15 percent for the shared ride program) for transportation to five types of priority locations: medical appointments, WCAAA senior centers, senior center-based shopping, WCAAA adult day care, and WCAAA vision center. For the shared ride program for senior citizens, WCAAA verifies eligibility and then the users contact the providers to schedule trips.

- The agency does not own any vehicles. WCAAA contracts with six transportation companies to provide the transportation.
- Although the contractors' hours vary, most provide the priority transportation Monday through Saturday from 7:00 a.m. to 7:00 p.m.



Westmoreland County Blind Association

The Westmoreland County Blind Association provides a variety of services to blind individuals in Westmoreland County including transportation. It uses its own vehicles and contracts with Yellow Taxi to provide transportation.

- The organization owns two vehicles, one of which is wheelchair accessible.
- Transportation service is available Monday through Friday from 6:00 a.m. to 4:00 p.m.
- Types of Trips: Program at the agency, medical appointments, and shopping/personal business.

Westmoreland Human Opportunities, Inc.

Westmoreland Human Opportunities, Inc. (WHO, Inc.) provides a wide range of services to the families of Westmoreland County including housing programs, child development, employment and training, mental health, self-sufficiency, emergency services, and family and youth services. The agency transports its clients to supported work programs, custody visitations, transportation to job interviews and medical appointments, and high school field trips. The agency directly provides transportation and also contracts with other providers.

- WHO, Inc. owns 8 vehicles, none of which are wheelchair accessible.
- Transportation is provided on an as-needed basis as determined by the client's needs.
- Types of Trips: Program at the agency, medical appointment, education, field trip/recreation, program at another agency, employment, and shopping/personal business.

Westmoreland Psychiatric Rehabilitation

Serving Westmoreland County, Westmoreland Psychiatric Rehabilitation transports its clients to a variety of appointments.

- Agency owns 4 vehicles, none of which are wheelchair accessible.
- Provides between 6 and 8 passenger trips per day for 60 eligible clients.
- Transportation is provided Monday through Friday from 9:00 a.m. to 5:00 p.m.
- Types of Trips: Agency programs, education, and employment.



Non-Transportation Provider Respondents

Surveys were also received by the following agencies that indicated that they do not provide transportation.

- Mental Health/Retardation - Westmoreland County
- Autism Society of America - Westmoreland County Chapter
- Catholic Charities
- Excelsa Health Latrobe Hospital
- Excelsa Health Westmoreland Hospital
- Association of Retarded Citizens of Westmoreland County
- Family Behavioral Resources
- Lifeswork
- Centerville Clinics, Inc.

Summary of Transportation Issues from the Survey

- Need more funding for local transit services.
- Out-of-county trips.
- Often MATP is not available in rural parts of the county.
- Evening and weekend service is unavailable in most parts of the county.
- Very little transit available in rural or remote areas of county.
- Clients unable to ride large buses for various reasons.
- Persons with physical difficulties often have trouble getting to and from bus stops to their destinations. Often forced to walk on dangerous roadways.
- Fixed route stops are inconvenient and service infrequent.
- Advanced reservation requirements for demand response trips makes it difficult to address last minute needs.
- Early and late pick-ups by MATP contractors.
- If passengers appointment runs late, cabs do not wait.
- Need efforts to educate people on how to use public transportation.