

Interview Date	County of Residence	HS Agency	What is your experience with local transportation services?	Do you encounter any barriers in accessing this service (cost, lack of sidewalks, inconvenient hours of operation, etc.)	What are your thoughts and reactions to the idea of coordinating transportation services across our ten county area?	If there is time remaining: What is your "Transit Story"? How do these systems benefit you? What challenges have you encountered? Has a lack of transportation impacted your ability to have basic needs met?
3/26/2015	Allegheny	Mon Valley Initiative	Fair - to and from doctors office and to and from work	Barriers - they should run more frequently. Only run in the morning and in the evening, there is no mid-day service. That is an inconvenience and a barrier.	They should work together. It works better when communities work together.	Running twice per day is not enough, they just need to run more frequently, that would be with the state budget
3/27/2015	Allegheny	Mon Valley Initiative	I ride the bus -I really wanted to get a car - bus is always late. I have to take it everywhere, ride it almost every day. Take it a few times a week to stores, meet up with people.	the bus is not a time - I am late, people get mad if I am late for picking up my kids, getting to doctor, I am talking a lot, they are late a lot - the bus runs every hour and half to hour, have to get to the stop - I need a car - it is just too much, can't keep being late	they need to start letting people show their ID to get on the bus and use that for transportation - swip it or show it - something	you get tired of catching the bus -I need car of sometime of support to get where I need to get - I can't keep being late - that's really all I can say
3/27/2015	Allegheny	Mon Valley Initiative	right now using regular bus - rather use it then have my own car - not much of a driver	some of them are reasonable, transportation has its up and downs like everything else	never thought of it like that before - wish they could improve - only can do so much - some of the buses add a dollar because they take you certain places faster - should be at regular price - some drivers add an extra dollar	like I said, I would rather use transpotation services. I prefer to be a passenger. What they have works, I expect ups and downs.
3/4/2015	Armstrong	Lifesteps	My son is 30 years old and disabled, we got acquainted with Lifesteps 10 years ago and have been dealing with transportation every since. We love it, we have no problem with it. They got a new system in December where they call now to give us a timeframe for when they will pick him up - which is not how it used to be but we are getting used to it. When he got associated with Lifesteps he got a Supports Coordinator and they arranged everything - not sure who pays for the transportation but we don't.	For the longest time we just had a timeframe in our mind when he would be picked up. When they come in the morning the drivers don't know when he will be dropped off. Most times there is a different driver in the morning and evening. We don't know what time he will be home but we are getting acquainted with that and they will go and let me know if they are running late. Do have more of a set schedule now - M, W, F they take a women to dialysis whose daughter goes with her and we know that sometimes runs late so those days we expect him to be late and they will call when they pick him up. We live close to 15 miles away from Lifesteps and I can't explain to him why the bus is late or that I have to wait - he doesn't understand and I realize that is not thier problem. One day he was picked up in a van - he is 5ft 9in and over 200 lbs so it is hard for him to get in and out. When they got to Lifesteps he was scared and refused to get out - I called and they will let me know if they plan to send a van and then i just plan to drive him myself. At one point the drivers went on stike and we had to deal with Air Ride and I will never let him do that again - we never knew when he was coming home, they left really early in the morning	Can't think of anything we need. They are wonderful. They call him by name and he knows all of them. They will call me if they are running late.	I am an overproctive mom who worries and I appreciate that they will call me if they are running late and they will call to let me know when they pick him up if they are late so I know when to expect him. The drivers are wonderful and my son has a great relationship with them. Nice to have an option that i feel will safely get him there and keep me informed - knowing that I worry.
3/4/2015	Armstrong	Lifesteps	My son is 25 and attends Lifesteps - they transport him to and from daily and it has been very good. We take him every else.	None - he has a set schedule they come M-F at 8:15 and he arrives back home at 2:30.	We live on the northern tip of Armstrong which is very rural. I am not familiar with what public transpotation services might be available. I don't have any experience with it and can't say I would need anything.	
3/4/2015	Armstrong	Lifesteps	We go through Town and County Transit 3 days a week and Air Ride 2 days a week to get to Community Action and Counseling. Go through Evergreen Homes for transportation to doctors appointments - not sure which company they are associated with.	No - we have had a wonderful experience - if I have to cancel it is never a problem, they are on time and wonderful. Services are pretty consistent between the 2 providers. Women we were using through Evergreen left and we are trying to find another person. Her next appointment is in 2 weeks and they assure me that it will not be an issue to have a driver by then.		These services help me out big time. If I can't get her to a doctors appointment they wil pick her up at Lifesteps, take her to her appointment and then bring her home.
3/6/2015	Armstrong	Lifesteps	We use Mid-county Transit for my son - they pick up and drop off daily for the Lifesteps program. They went to a new online program and we had some issued the beginning of the year but those have been ironed out. They are good with continuity in picking him up - within 10-15 minutes of same time depending on weather	Not really they have been very accomodating and cooperative	Sometimes I think training of the drivers is important. There are some we love that are very considerate and will help him when it is icy and pull into our driveway so he doenst have to walk far. There are others who never get out to help, never say a word to him. My son is somewhat nonverbal - we understand him but those not around him as much don't. It is important to have people that are pleasant and considerate of his needs - he can't verbalize if he feels threatend or unsafe. Would be nice to have well trained drivers. Some of them can't reason as well as we do so if they start the day with a bad experience from the driver it impacts the rest of their day.	My husband and I both have vehicles so it is really just the convenience of them taking him to the program. He rides with other people who are in the program so it gives him a chance to be with them and feel part of something

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3/27/2015	Armstrong	Lifesteps	not sure who provider is - just call Lifesteps if we don't need the ride - our son uses it to get to Lifesteps	it has been pretty good - they call us if there are any issues - help our son, pleasant and have no complaints	I think we are in county - we are cusp of 4 county area - never had any issues or concerns with that - they will take him on occasion outside of the county for the program - not sure what else would be available for him -	they take him to pirate game, zoo, they do a lot through other organizations invovled in - he will never hold a job so that is not a concern of ours, we take him where we go - as far as training or schooling he is not capable of doing that so transportation is not a concern
3/3/2015	Beaver	ACHIEVA/Arc of Beaver	Currently use Medic Rescue or her mother will transport in her van. Medic Rescue takes her directly where she needs to go and is a more comfortable ride - she broke both legs right after the other and can't be bounced around - she is in a wheelchair. They can also cross county lines and in her experience will take them anywhere they need to go. In the past they have used DART which is run by Beaver County Transit, although they have not used this service in the past 2 years.	Medic Rescue is pricey to use, the service is currently covered by her daughters program, but it was not always and she has paid around \$200 for a trip. DART did not have consistent pick up times and did not actually take her daughter door to door - even though they are supposed to. DART was limited to Monday, Wednesday and Friday, did not offer weekend services and could not cross county line.	Currently use Medic Rescue which crosses county lines. They live in the rural areas which limits when they can access DART, although if they lived in the City of Beaver they would have access to more days - would be nice to see DART offer services 7 days a week - if they came out to her home more often they would use it although mom would have to ride with her. She sees a need to help people access personal lift vehicles - as parents age it is becoming more difficult for them to lift their daughter into a regular van. Knows several people who could benefit from some financial support to purchase lift vehicles	She is grateful for what is available, but remembers being a kid and riding the bus into Pittsburgh and wishes she could do that with her daughter but that is not an option these days. Daughter currently uses Medic Rescue to get to her day program, but she participates in an adapative ski program up in New York and is in a bowling league. Right now mom transports her in a personal vehicle, but there are times mom doenst have access to a car and they need to rely on someone else for transportation. Would be nice if they could call DART for bowling. She realizes services will probably not go into New York although thinks if they paid Medic Rescue would take them. She is concerned over daughter's safety and ability to get from point A to B and really needs a service that would physically go door to door - otherwise mom needs to ride with her.
3/9/2015	Beaver	Housing Authority of the County of Beaver	I use the bus for public transportation. I use it periodically; I use it to go places when I need to.	I have to walk to 2-3 hilly blocks in order to get to the bus stop. Very tough when you are carrying groceries. We have to walk out on the street in the winter as even though there is an ordanicato shovel but no one does.	Somewhat. It depends on where we go. When we travel to Pittsburgh it is tougher to catch a bus as we have to walk 2-3 blocks in order to get to a bus stop. The scheduling is easy. The wait time is 30 minutes to an hour for the next bus to come by.	The transit service does benefit me as it is the only way for us to get around right now. They did just put a new WalMart (Economy in Bayden) in our area and it is up on a hill so you have to find a ride since there is no bus service up there. There is talk of having the bus service provide a shuttle service but for the elderly, they either have to walk or find a ride in order to visit that WalMart.
3/9/2015	Beaver	Housing Authority of the County of Beaver	I use the bus and I use it 4-5 times a month. I usually try and buy enough supplies to last me a while.	I live up on the Stephens-Phillips Hill and I have to walk up and down the hill and through the town to get to the bus. I have difficulty due to the walking distance to get to the bus stop.	No opinion as I didn't hear anything about it. If it gives me a bus stop closer to me other than that I don't have an opinion.	Due to not having a close bus stop and having to walk a couple of miles each way for the bus stop, I don't shop as much as I would like and have to get all of my shopping done only a couple times a month. It is hard in the winter as I am not a spring chicken and the cold air effects my lungs and breathing and I have to walk on the street as the people don't shovel their sidewalks.
3/27/2015	Beaver	Housing Authority of the County of Beaver	I get the PAT bus and BCTA bus - I never looked into DART - just public transportation - 1 time a week - going shopping, kids doctors, my doctors	good - never had a problem - do have to walk up a big hill - hard when have a lot - other than that don't	I know built new WalMart up a big hill so if you get the bus you have to walk up the big hill - this would be closer and take less than time - BCTA runs every hour - maybe if had more times - I am always early to appointments, have to wait	I don't really have any problems with it. Like I said would be nice to be able to get to the new Walmart because it is closer - but I get where I need to go. Never looked into DART - not sure where they could take us. Happy that I have a way to get around.

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3/11/2015	Butler	Alliance for Nonprofit Resources	I call Air Ride and I either get them or A&R- I use it sometimes 2-3 times a month back and forth to doctor appointments - used to have friends that took me shopping but lately they have been snippy and that is being nice - so I have trouble getting a ride to the store - tomorrow I need to go to the doctor and the have to pick up prescription at Giant Eagle so I am going to ask if I can pick up a few other supplies while I am at the store that I can hold on my lap - as long as I have one small bag they usually let me stop and pick up a few things	everything has been great - drivers are all so nice - usually they are 5-10 minutes early - only 1 time late because roads are bad	if I could have someone if I had to go Giant Eagle to pick stuff up other than that not really - I didn't know they would take me to pharmacy until recently I just need to call 2 days ahead of time which is really nice- maybe more information on services that are available	like I said everyone are always so nice - never ever given me a hard time - they tell me to take my time I use a cane - that ask if I need help getting in and out - my road is still icy and he tells me take my time - I have had no problems - had one gentlemen that was new and ended up going to the wrong place but kept apologizing - tell me if they going to be late picking me up
3/25/2015	Butler	Alliance for Nonprofit Resources	I generally use the A&R it is a van. It is very prompt, drivers are courteous and generally on time. I also use Air Rides tend to be early, as much as 1/2 an hour.	The only thing I can say is A&R does not have a 24 hour dispatcher. Air Ride has a 24 hour dispatcher. If you haveget sick the night before or in the morning you can cancel with Air Ride, and you are fine. A&R does not have evening dispatchers and they do not start dispatching about 6:30 am so if you cancel at 6:30 they count it as a "no show." Two no shows and then you cannot use their service for a month. I heard they are working on that the last time I complained about that, but I don't know what they have changed it to yet. Apparently A&R says they are expanding.	Absolutely I think that would be a great idea to help each other. When I have to go somewhere on a Saturday, I sometimes go through Armstrong.	If it wasn't for A&R or Air Ride I would have no way to get to my doctor's appt. Being disabled these services are a matter of life or death.
3/25/2015	Butler	Alliance for Nonprofit Resources	Air Ride is the service I use. The guys and women are really nice people. I feel bad for them because the old people are yelling at them and cussing at them. An old woman yelled at the driver when he picked her up from a drs appt b/c she was waiting for him. I told her to be happy she had a ride.	I went to Walmart to pick up my glasses and then got a loaf of bread. I said to the Air Ride woman, you wouldn't mind if I just take this loaf of bread home. The woman told me she could not take me home so I had to wait another hour for a bus. Thank goodness I had extra money on me or I would have had to walk from Walmart back to my home. I also have prescriptions at Kmart, what would be the harm in me holding a 1/2 gallon of milk or bread on my lap when I pick up my prescriptions?	I don't care, I agree with anything as long as it makes it nice for people.	I use the transportation for the doctors, prescriptions, glasses, etc. those are the only things that Air Ride allows. The fees for shopping is pretty high so I don't use it. I would love to use the transportation if the fees were not so expensive, I heard that it is over \$8.00, for that I could catch a cab.
3/25/2015	Butler	Alliance for Nonprofit Resources	bus to go shopping every day, air -ride and BART to do to the doctor and A&R - the others vary depending on when I go to doctor could be a few times a week or only a few times a month	bus doesn't go where I want on Saturday and doesn't run on Sunday - only about a 2 minute walk to bus station - have a card as a senior so I ride for free - sometimes they are sitting out there waiting for me, they are like 15 minutes early and I don't go down until 5 minutes before they are scheduled to pick me up. When they come early they do'nt notify you that they are here - they will only wait 3 minutes and then they leave so if you are not down there early you might lose the ride	I don't have any problems, so not really sure	glad to have it or I wouldn't be able to get to the doctor, I don't have a car so it is great to have the service
3/26/2015	Butler	Sunbury Fields Apartments	I use the BART bus. It is okay but you will have to give them three or four days notice when you want to go somewhere.	No barriers	I am not sure.	Well the BART bus is okay, but you have to give them so much notice, and you never know how you are going to be feeling three or four days later. I usually use the bus to go shopping or to the doctor. The cost is like \$2.25 each way for shopping, you don't pay for the doctor. It would be better if you did not have to give three to four days notice. If I get sick and need to see the doctor, I cannot see the doctor for three or four days because of having to schedule it with BART.

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3/26/2015	Butler	Sunbury Fields Apartments	<p>BART bus. Every time you have a doctor's appt. you cannot change it then when you call to schedule the bus they say they are working on "next Thursday" scheduling already. I am 85 years old, I qualify for Air Ride too but don't think about it. I used to live in Penmar, next to St. John's, and they had to purchase a bus b/c they had to provide transportation from . Sunbury Fields is one block away from Butler, PA Clearview Mall, infact if you sit on my front porch you can see the mall. But we do not qualify for the public bus. We need at least once a week, bus service for groceries. It cost \$4.50 round-trip to take the BART bus one block. The BART bus will take you for that - but the city bus will take you for free. We would be willing to pay but not \$4.50. We would like to get out in the evening. So we have to buy accessively b/c we do not know when we will have a chance to go back shopping. It is very hard to buy in access when you are on a budget, but you don't know what you are going to need. Even if it was just once a week to get our groceries. And then when we do get the BART bus we are only allowed two bags, and we are paying for it too.</p>	<p>We cannot lift like we used to. We can only use two bags on the BART bus, and the driver says he cannot help carry. At Penmar, the bus driver would label the bag per each person's name and load it in the bus, and he then helped us into the vestibule when we got back to Pennmar. Penmar also took us downtown everyday, if we had to go to the doctor, we could make the appt. and there was no problem. On Fridays they would take us down to the Cranberry Walmart, Kmart, Shop N Save &amp; Giant Eagle, plus all those little stores in between. We had two hours to shop too. You do not get any of these services with BART bus.</p>	<p>I would love to see additional transportation provided then just BART bus. BART bus is not helpful. My family lives close by but others have family out of the state and do not have other ways to get transportation. They say two days notice, but now it is really more like a week, and how do you know if you are going to get sick in a week.</p>	<p>I would just love better transportation, more frequency in transportation, and more helpful drivers. Nobody here wants to take you to the store, or go get it for you. You can only have two bags. We don't have vehicles because we are old, and losing our sight, so we need transportation help.</p>

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3/26/2015	Butler	Sunbury Fields Apartments	I am not allowed to drive. I got rid of my vehicle so I have been using the Air Ride. Since I have to take Air Ride I don't have no other choice, just put it this way, I have to use it. I have taken a Cranberry Taxi to go up to the hospital. I am really not in good condition, and I had pains one day and I had to go to the hospital. I had to wait three hours for a taxi. For Air Ride you have to give them at least two days advance notice of when you need transportation. I schedule ahead of time when I can, sometimes three to four months ahead of time if I can. I then have to cancel, and I know they are also calling the doctor to make sure that I am really going to the doctor, or where I am going. I have an appt in July for a mammogram and blood work, I am on a lot of medication and the doctors have to make sure I am taking the medication regularly. I have to go for blood work every three months. I think I am in good health, but I think my age has a little bit do with it now. I will be 80 in December and quite a few things are not good with me.	Well, no. They always drop me off at the door. I always see them when I make my appointments they are here. Now it is different when you have your own vehicle or you have someone. I am two streets over from the Giant Eagle, but it is difficult for me to get over to the Giant Eagle. Someone from aging is going to come help me with my house cleaning, and they are going to help me shop. I do not like giving them my bank card, I am going to have to give them a list of what I want, and let them buy it for me. I have never used them but I worry because one time my card was used by someone who used it for their own personal stuff. You are not allowed to ride and go shopping with the person from aging b/c they do not have insurance for me to go with them. I will have to give them a list and my card.	Yes, I do think that would be good.	If you are planning on getting a taxi up here, I wouldn't hesitate to take it, really. I miss having transportation. My children are spread out and I am surviving on my own.
3/9/2015	Fayette	FACT	Standin ride every day that school is in session; she is an aide in Kindergarten. M-F.	No. She gets picked up at the door. If they are running late, they call right away to let them know so that they can let the school know or Dad can give a ride. The cost is minimal.	Well, the beginning this year, they started a new system and the drivers have computers now. There were some problems with this new system. The bugs seem to be out now and the system works well.	The service for this individual works great as is - it is not broken and don't fix it as it may not be as wonderful a service as what it is now. About 3 weeks ago, family went on vacation and the individual stayed behind in order to work. I informed the service that the individual would be at a different address for a week and there was no problem with the change. The individual was picked up as normal each day.
3/9/2015	Fayette	FACT	I use the Shared Ride from the FACT and I use it everyday as I go to work.	Usually when I have to go to work they pick me up late as I have to be at work at 7:00am and the service says that they don't start until 8:00am which isn't right as they pick up people for Dialysis earlier than that. In the afternoon, the ride home is long as they have to pick up other people as well.	I think it wouldn't be a good idea as I think the people would get picked up later if run out of one area that might be far away from where I live.	When they pick me up late twice a week for work, I am late for work. I am glad that my work is lenient, but I am still late for work. I would like them to pick me up so that I am no longer late for work.
3/10/2015	Fayette	FACT	I use the FACTS and I use it on Mondays/Wednesdays/Fridays. I use it to go to Dialysis. If I have a doctor's appointment I will call them as well for a lift.	I have not had any problems.	If they get me there on time, I wouldn't mind it! Before they changed it they would call me when they are coming and now they just come during the allotted time frame without a phone call. I did prefer the phone call to let me know. Sometimes I have to wait with my coat on.	Before they changed the contracts where we had cards, I knew all of Fayette County because they would take us all over picking up other people. Now I have a more direct route to my destination.

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3/10/2015	Fayette	FACT	Takes the FACT transportation 4 times a week - Tuesday-Friday both to and from his place of employment.	The FACT knows that he is a mandatory Tuesday-Friday for his work. Unfortunately, they do not have a specific time for pick-up. He has to be there at 8:30 and sometimes he gets picked up at 6:45am. They also pick him up an hour before or an hour after his stop time of 3:30pm. These changes for the worst has happened since the computer change they did. In the afternoon, if they pick him up after 3:30pm, they close the gates and he has to stand out in the elements until he is picked up. The early pick-ups happen 2-3 times a week and getting pick up other than 3:30pm it happens about 3 times a month. He is getting docked pay for the early pick ups. They even switched his pick-up time from 8:30am to 8:45am with the new computer system. To me, they seem to be understaffed by one vehicle or more. For the early 6:45am pick up, that is the commute time going to Pittsburgh. This timing problem has been going on for years. Drivers are overloaded. The drivers are decent people, but it seems to be understaffed and mismanaged. They do call Dispatch to complain, but nothing has gotten better. Even his employer has called Dispatch to complain, especially since they blow the horn and blow the horn when they are so early.	I wouldn't care about it if they are here on time to get him and being on time dropping him off.	The terrible service since the new computer system with picking up way too early to go to work or picking him up an hour before his shift ends and getting docked pay. There is no consistency.
3/5/2015	Indiana	Indiana County Department of Human Services	Indiango - used to do MedVan but because of age they switched me. Use them a lot - might use them 2-15 times a month - just using for doctor appointment. They really work to do things to help the consumer.	No barriers - I am pretty flexibel so whatever they do, when they do is fine	The only thing I would say about MedVan - their policy is that they can be 2 hours late but if we are 5 minutes late we are docked and given a no show - everything else is fine - you can lose your riding privileges for 90 days if you are late or have too many no shows for being they - they will call the doctor if they are running late and let them know which is nice. I am Really pleased - they do great job	I had a few strokes so I can't get around anymore - I don't have a drivers license anymore - so it is a benefit to me regardless of what they say about time - I am fine with it - just happy it is available
3/5/2015	Indiana	Indiana County Department of Human Services	Right now I am using Medical Assistance transportation for my son to be transported to an after school special needs activity camp they will transfer him there but not home even though they drive another student who lives in the same community home but not my son because i have access to a car - why can't they bring my child home atleast on the days they pick up the other child - they pay me 20 cents a mile which doesn't even cover the cost of gas - it used to be 40 cents a mile - a little bit is better the nothing but not sure it is worth the headache we have to go through to get stuff signed	I had an issue this week with MAPT - actually with the whole medical assistance - my son is the on autism spectrum and has an intellectual disability - we lived in Armstrong County from the time he was born in 2005 until we became homeless in May of 2013 - at that point we found a homeless shelter that would take the whole family in Indiana county so we wouldn't get seperated - I am disabled also - it was great because they took the whole family - when we transferd counties he had medical assistance under autism spectrum - but it was straight medical assistance and this week I got letter in the mail saying as of first of march i would not qualify for medical assistance and neither would my son - i was making \$120,000 as a pharmacist and he qualified and now that I am on disability he doesnt? - did research and found title he should be under - was told to reapply and call her back - asked if wanted to bring in copy of his most recent eval - got call from family behavioral resources telling me he is no longer active for medical assistance - trying to get this done - finally got it resolved by getting local MH/MR involved - the reason i am telling you this is because at the beginning of the week he was not active so they canceled his transportation for the program for the week - so on Tues when got everything straightened out I called MAPT to get him on the schedule and told it took 2 days to get back on - so he lost a week of transportation- i had to leave my house, go pick him up and had to drive him the same place the van is already going because of this just so he didn't miss the program	the fact that they can't cross county lines is really stupid - not for me but when my father was alive - not sure if they need commrodary between counties - maybe share times or divide the county and figure out who takes which part -need something, doesn't matter which county does it but someone should accept responsibility and be able to cross county lines - not sure what needs to be done but some sort of agreement between the counties - someone needs to take ownership for the patient -doesn't matter if it is the county where they reside or where they are going - some might be blind and they can't drive - how are they supposed to get to and from - they are on fixed income and can't pay for taxi -I live on disability check so I know what it is like to make those decisions	my father was on dialysis and lived in Allegheny county and dialysis was in Westmoreland and they won't drive across the river - he was unhealthy and should not be driving after dialysis because no one will drive across county line - I was the one that would take my father - travel from Apollo into Trenton to take my dad to dialysis - he would be there for 3-4 hours then pick him up all because medical assistance and transportation wouldn't cross the stupid river - also when moved to Indiana county my case management services were through Armstrong and they can't cross county lines - so I have not had case management for my son - working on supports coordinator now for intellectual disability - when we were in the homeless shelter could have used case manager to work with my son - but they couldn't cross into Indiana county -even though are legal address was still in armstrong and he was expected to attend school in Armstrong

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3/26/2015	Allegheny	Mon Valley Initiative	Fair - to and from doctors office and to and from work	Barriers - they should run more frequently. Only run in the morning and in the evening, there is no mid-day service. That is an inconvenience and a barrier.	They should work together. It works better when communities work together.	Running twice per day is not enough, they just need to run more frequently, that would be with the state budget
3/10/2015	Indiana	Indiana County Career TRACK	Primarily, it is basically family or friends that provide transportation. Some of the Youth he serves does has disabilities but the most have other transportation. They do use INDIGO but the bus stop is 2-3 miles away from their home, which is an issue. 75%-80% do get rides from family and friends.	The bus service in Indiana county is very limited and only hits a handful of the burroughs here. They don't go to Saltzburg or Marianne Center. It is very, very limited. This is a huge barrier to public transportation. One youth has to be taken 3 miles to Walmart to catch a bus. Because it is family and friends, we have to work schedules around when they can get a ride. The independence end of things is difficult if they can't get to work on time due to family/friends timing or the bus service.	I think if it would expand the opportunities in the rural area for transportation it would be fine. But other people will think that this will only help the urban areas that have the bigger towns and not help us at all. If it would be coordinated so that the service is expanded, I would be all for it. Like a ride for service for a nominal fee, that would be cheaper and quicker. Our INDIGO here, I get bus passes for this youth and we are able to provide a reduce fare pass, but this is not always the case. If it was going to be for the greater good then fine, but if the services won't change, why bother.	Indiana is a very rural county. Just looking at the kids from Saltzburg they are a community unto themselves. Nothing goes out to Saltzburg which makes it difficult for the youth to participate in our programs or get a job. What are you going to do to try and keep a job when there is nothing to get you into a larger borough. She is one of the youth that I would really look at helping as she really wants to work. This is a big factor.
3/27/2015	Indiana	Indiana County Department of Human Services	bus service - INDIGO - get around pretty well, I walk a lot so I will walk instead of taking the bus - would say on average 6-7 times a week, take the bus to YMCA, Guidance Center, mall and grocery shopping, sometimes to Regency Mall when can't walk, dont live far from hopsital so I usually walk in the weather is nice - sometimes I get rides to places	no, not really	no suggestions - the orange runs every 45 mins so don't have to wait long - like that fact that transit center is still up town wouldn't want to have to tranfer at mall it is easier at transit - are they thinking about transportation out of town - like what if one wanted to shop out of town like in Greensburg?	well, I hope they keep the bus going to the Y, one of the bus drivers complains about that but I wouldn't be able to get there without the bus
3/3/2015	Lawrence	Disability Options Network	She is currently not using - but had experience when her 80 year old grandmother was living with her. They used ACTS bus and switched to NOGA ambulance.	They planned to use the ACTS bus and realized they would not provide the service unless her grandmother could get down to the bus, she is in a wheelchair and they do not have a ramp so her or her husband had to physically be there to lift her. After being unable to use this service because it was not door to door they enrolled her in the local ambulance service to use the transport van because she is in a wheelchair. they were paying upwards of \$150 until they enrolled her in the family plan so they now pay \$35 per trip.	Would like to see available transportation services have a portal ramp so that people who are capable of getting out onto their front porch can utilize the available services. Many people can get to their front porch but may not have a ramp so they can't independently access these services and a portal ramp would solve that problem.	She has a bone disorder and can't pick up her grandmother so she needs a service that is door to door and can transport an individual in a wheelchair. Her and her husband work so when they needed to wait for the ACTS bus and physically lift her it was disruptive. The lottery is to help fund seniors - why is that not going towards transportation. We want them and teach them to live independently but transportation services that allow that are not available in the community.
3/4/2015	Lawrence	Disability Options Network	Use the public bus for all non-medical transportation needs. Has Gateway and is able to call and arrange transportation for medical appointments. He has a bus stop on the corner of his street so it is very convenient to get to the stop. The route he is on stops at Giant Eagle, Walmart, Target - anywhere he needs to go. For medical appointments he calls 2 days in advance and they will take him where he needs to go. He is covered for 18 round trips every year. Had to travel to Cranberry to pick up a piece of medical equipment and they sent a taxi and the cost was covered.	He has the reduced transit card so rides for \$1.10 a trip or \$3.75 for the day. He used to have to get down a hill to get to the bus stop but the route was changed and the stopis now on the corner. In the winter it is difficult to get the bus up the hill so it often turns around in front of his house and will take the highway. When the weather is bad he typically stays home.	The bus comes every hour and is close so he really does not have any problems or suggestions.	

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3/26/2015	Allegheny	Mon Valley Initiative	Fair - to and from doctors office and to and from work	Barriers - they should run more frequently. Only run in the morning and in the evening, there is no mid-day service. That is an inconvenience and a barrier.	They should work together. It works better when communities work together.	Running twice per day is not enough, they just need to run more frequently, that would be with the state budget
3/12/2015	Lawrence	Disability Options Network	I drive so mostly I use my own van. But I also started using off and on over the last 12 years, the ACTS Van. They have different programs that we can use, like Medicaid or Medical Transportation. I was using it when I was in a head-on collision 12 years ago and was petrified so I used the service. Now use off and on. I have taken it down to Pittsburgh a couple of tons.	It is a pain to take the ACTS Van down to Pittsburgh because the pick up time is 7:00 or 7:30am and you don't get back until 5:30 or 6:00 as they keep picking up people, head to Pittsburgh. Appointments can't be made before 10:0am and can't be made after 2:00pm. Still door to door service but it is a 10 or 11 hour day. You get home you would get so tired and hungry, unless you packed food. And the cost is \$6.00 each way, which is cheap enough. There is one driver, used inappropriate language and used the F word in his responses to everyone on the bus. I did call the office the next day to complain about his language. The driver then let me know that he knew that she called the office on him.	That would be WONDERFUL! I have talked to people who can't use it because they have doctors in Mercer County. It takes them all day to go to Mercer County because they take the ACTS Van to the Ryder Restaurant until the Mercer Van picks up at the restaurant that takes them to their doctor's appointment and then the Mercer Van drops them back off where people wait for 1-1/2 hours until the ACTS Van comes back for them.	Travelling to Mercer County - 2 hour waits both ways and why can't the service be coordinated. And a foul mouthed driver who let me know that he knew I called the office on him. Not pleasant experience.
3/27/2015	Lawrence	Disability Options Network	Bus - 3 days a week - taking to doctor appointments and shopping	they have been very good with me and my mother, the only problem and I understand why they do it - they will call and tell us pick us up at 12 for 1pm appointment - only get 3 minutes to get to the bus - they are supposed to come and knock on the door but sometimes they don't and if we are not ready we miss it	I would say - waiting at doctor office - sometimes you are there forever - my mom had appointment at 1 and he didn't come in until 2 - concerned about having enough oxygen - when I called in I told she is on oxygen and can't wait over 2 hours for a return - they have to work on that especially for people with diabetes need to get home for insulin - I am on advisory board for transportation for our county	I would like to be part of ATWIC - have permission to pass her information along to Kathy at SPC
3/4/2015	Washington	Community Action Southwest	Uses Washington Rides or Washington Transit - not sure of the name. She uses this to get to Community Action to complete her GED. The drivers are really understanding. She has to stop at the bank to pay them and the bank gives her twenties and if the drivers can't make change they work with her. They have really good people that work there - would give them 5 stars.	The ride is \$17 each way so she is paying \$170 a week. Welfare gives her a stipend on \$1,500 a year which goes fast when she is going 5 days a week. There have been times the bus is running 2 hours late - that day it seemed as though the driver was not following the route on the screen. One of the other riders needed to pick up a prescription and shop but by the time they finally got to the store she only had time to get her prescription.	Would be helpful if they were on time or at least the drivers showed some compassion when they were running late.	Is a 20 year old mom with a young daughter who is trying to get her GED and without this service she may not be able to. The cost can be problematic when she needs to purchase diapers and wipes for her child. If the bus is late and she misses class or is late and does not get enough hours in she will lose her cash assistance - which she needs to buy things for her daughter.
3/4/2015	Washington	Community Action Southwest	Washington Rides - Fresh Transit - uses it to get her children to daycare and then to go to Community Action to work on her GED. Appreciate that they come to the door and help carry things.	This is not a convenient way to be traveling with children. She has not used the service in the past 2 months because she is frustrated and has been relying on friends to take them or allow her to borrow their car. The last time they picked her and her children up at 6:30 when she doesn't need to be at school until 8:30. They all get dropped off at daycare and she needs to wait 45 minutes to an hour to get picked back up. The same happens on the return trip and even though she is there she has to pay to keep her kids in daycare the additional hour because there is no where to go and wait with them until the bus comes. Had a driver willing to wait for 5 minutes for her to run in and said just needed to call the supervisor. When she did she was told that the driver was not allowed to wait.	For people with kids there should be a different route to make it easier for parents who need assistance - need to look at it from our side with the frustration on having to wait with small children as well as the extra financial burden to keep them in daycare longer than they need to be. Would like to see something more family friendly - even if they waited 5 minutes to let me drop them off/pick them up. Would like to see more timely pick up and it being easier for parents.	Now has to rely on friends, although the alternative was not parent friendly and was costing additional money. Trying to get her GED to better herself and her family.
3/4/2015	Washington	Community Action Southwest	Washington Rides to get to Community Action, doctors appointments and other things - since she has lost her license	Gets her where she needs to go but is costly - pays \$74 on way - she has a \$1,500 annual stipend but at \$74 one way it goes fast. She also spends a couple of hours on the bus each way so she basically loses a day. There was a girl that would ride with me and we would pick her and her 3 kids up and have to wait for her to take them to daycare and then pick them back up - maybe they should send a car for her or something so we all don't have to wait.	Would like to see them work something out with welfare. Have seen other people pay only \$5 but it seems like because we have the stipend it costs more. Maybe instead of the stipend maybe they can help me get my license back. The money is gone in like 2 months, but if they helped with my license then I could take myself.	

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3/5/2015	Washington	Pathways?	Right now he is using it through Washington Rides - the bus itself is Tri-county Access. M-F he takes the bus to Pathways, on T and TR he goes to another program in the evening in Mentor so he only rides the bus home M, W, F.	It has been a big headache - we get a window from 8:30-10am that we need to have him dressed and ready to go and he usually sits for 2 hours waiting for the bus and then when it does come it takes 2 hours to get to Pathways. He is getting to his program around 11-11:30 when he should be getting there at 8:30. The drivers are really rude. They are supposed to be a door to door service but they won't get off the bus to help. When they drop him off they don't beep or ring the doorbell or anything so there have been times they dropped him off and no one was home and he was wandering around the neighborhood. We don't get a timeframe when he is likely to return. He is supposed to leave Pathways at 2:30 but the one time he came home at 2:10 so I know they picked him up long before they were supposed to. They get nasty and yell at me if I ask for a schedule that works for us or ask them to do anything - they say not to tell them how to do their job/drive their bus. My son is scared to death of falling and we have stairs on our front porch and they won't help him - some of the drivers and other riders tell him he is an adult and to just grow up. I am afraid they are starting to take things out on him. We had White Line before this and Tony was the only driver we had and he would call ahead so we were out and waiting for him, he would cancel for me - now I need to call every day he goes to Mentor to tell them not to pick him up.	I have two ideas. Since my son is the only one in our town that gets this bus why not send a smaller bus that directly takes him to Pathways - it is about a 30 minute route. Maybe they could do a smaller bus for this area instead of stopping it so many towns on the way. Maybe they could pick him up first - although that would make his trip even longer. Even if they called ahead so we were ready and waiting for them - I have puppies and they know when the bus is here - that is the only way I know if he is home. Just wish they would communicate and if I suggest something listen instead of yelling.	My son loves going to the program and wants to go so we can't tell him no. But there is too much worrying. They leave before he has his seatbelt on, they drive fast, they just leave him at home and once at Pathways - they are supposed to sign him in and make sure they know he is there but it was early and the doors were locked so he stood in the coat room for 30 minutes waiting for them to open. It is really stressful for us, but he wants to be there so we put up with it for him. The safety really bothers me.
3/9/2015	Washington	Area Agency on Aging	Center every day and use Washington Rides van service. I have no problems with them at all. I live down over the hill. I meet them at the top of the hill when the weather is bad. No problem with anyone; the driver is the nicest and most considerate young man I ever met. Just had knee surgery 6 weeks ago and I now use a cane. He comes and helps me get on the van.	We are understanding, especially if someone has dialysis; we don't mind waiting. I drive up the hill so they don't have to come down my lane when the weather is bad. No barriers that I have encountered.	Have not encountered anything. I just use for going to the Center.	To come to the Center everyday, have a driver like we have and be around the people during the day - that is the most important thing to me and how I feel about it. I can also take the van to support the Center because without this transit service, there wouldn't be as many people at the Center and I don't want the Center to close.
3/9/2015	Washington	Area Agency on Aging	Use the Riders Van Service. My Sister-in-Law passed away and would use on Tuesdays. I now go on Tuesdays by myself. With the snow and ice, I haven't used with the weather, but I go on Tuesdays to the Senior Center. Every once in awhile, I use the service to see my doctor and to the Goodwill.	Mostly the timing is a barrier. I like to go at 8:00am and then come home at noon. There has been several times where I have meetings later on in the day and a lot of times I go in later in the day but the van service says it only operates to the Center between 9-10am. I was under the impression that the van service will take me whenever I want. When I have meetings in the afternoon, I don't want to be at the Center for a full day but they are saying that I have to. That is the only barrier I have encountered.	I cannot answer that as I only have doctors that are close to me and the Center. I don't travel far.	My Transit Story would be the challenge on those Center Board meeting days where I want to go to the Center in the afternoon and the van service is telling me that they can only take me to the Center between 9:00-10:00am. It is frustrating as I don't want to be at the Center all day. I would like to see this changed as I thought if you wanted to take the van anywhere at anytime, they would be accommodating.
3/9/2015	Washington	Area Agency on Aging	Use the Rider Van Service to and from the Center.	When we catch a ride home from the Center; instead of just putting all of us who live in the same area on the same van, they put us all on different vans. Seems a waste of wear and tear and gas by not sharing the rides.	Not applicable as only use to and from the Center	Right now, it is all right, but if I had to go to the doctor's or shopping it might be more involved, but I don't know as I don't use those services. I have heard some things about the wait, but nothing I have experienced.

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3/9/2015	Washington	Area Agency on Aging	Use the Rider Van Service to and from the Center. Not often right now as really busy. I do Meals on Wheels so right now I can't do both. As the Van won't pick me up from the Meals on Wheels to the Center. I would like to use the Van more often, but with all of my other volunteer jobs, I can't. I would like to use it 2-3 times a week.	When I took the van for therapy, the driver picked me up and then went all the way to Bently to pick up someone else going to the same place I was for therapy so I was on the bus way longer. It is better than nothing as when I lived in Michigan, they didn't have service like this so I am very appreciative.	They have problems with just one county, how can they incorporate all ten? I am in contact with people who take the vans and they are on the van for over an hour just to get home. I heard that the van driver didn't pick up two people from the doctor's office and the office closed. It was also in the paper that a woman was left for hours and forgotten. There should be some type of trouble line to call so people don't have to wait or feel forgotten.	If the van doesn't pick me up when I need to, I have to get in my car and drive, but I don't want to put any more miles on my car as I won't be able to afford a new car.
3/11/2015	Westmoreland	Area Agency on Aging	Taxi - haven't used often, used a couple weeks ago, used to use weekly for a few months - usually take to Monroeville	No just need to make sure allow the waiting time	have it go to Pittsburgh more often - if have appointments there have to do within certain hours and days - would be nice if could use on weekend and evening	had previously been in a car accident and was using the services more while she did not have a vehicle
3/11/2015	Westmoreland	Area Agency on Aging	use the cab every Saturday and Tuesday - when have doctor appointment use it for that also - every Saturday take it to the hair dresser and Tuesday to the center	there have been a few things - one time I called to cancel because I was sick - I have a standing appointment so they know to come - when I called that day she cut me off and said I was no longer listed that way (for regular pick up) - called to cancel for 1 appointment and cancelled all together - drivers are very good - help to the door - i have bad legs they have been really nice - there is not much that is wrong	use to get it to go shopping but now I can't walk so I don't use it for that anymore - might be couple of minutes late but can expect that - think is good can't think of anything	No with them I couldn't get out at all - really appreciate that - think we are lucky to have it that way - lot of women at the center that depend on the cab to get where they want to go - drivers have been really helpful - piece of mind if have to go somewhere I have a ride and can depend on them to pick me up - before would have to refuse of make multiple calls to have someone take me and they are busy with work- I can always depend on them
3/11/2015	Westmoreland	Area Agency on Aging	my daughter brings me to the store and I take the taxi home - I would say maybe 3 times a month - my daughter and son typically take me	really satisfied - sometimes have to wait long close to an hour - seems like from the doctor we have to wait not from the store - when we get van sometimes we slide off the seat - even with seatbelts and sometimes it is uncomfortable	I remember years ago I used to take the bus at the end of my road at 9:45 and come back after 1 when they had more stores - stores are no longer there but if went to some of the shopping places might use	my daughter and son do a lot for me - it is nice to not have to always rely on them
3/11/2015	Westmoreland	Area Agency on Aging	used to use the cab - but now it is Westmoreland County transportation - I use a Taxi - about a year ago it changed from Veterans - I do not take it often but I used it a lot before - I really only use it in the winter because I don't like to drive in the winter	not happy about the change to Westmoreland County - don't know the drivers - have them coming from other places - liked Veterans cab - I knew all the drivers and they were friendly and helpful	go back to Veterans cab - I don't know right now I can't think	liked having the option when I didn't want to drive, but now that it changed I really don't like using it unless I have to
3/11/2015	Westmoreland	Area Agency on Aging	cab - it depends on how many times need to go to eye doctor, dentist, regular doctor	satisfied - very satisfied until changed and have to call Greensburg to get appointment set - takes a little longer to get to operator then it did before - veterans cab had 15 minute wait and this one has 30 minutes - so you have additional wait time when you get to your appointment - minor inconvenience	did hear of another but I am not interested in it - Faith in Action take my girlfriend into hospital and doctors office which is great for her - I don't need it but she talks about it and has been a great experience for her	I couldn't go without it - cab drivers can't get them any better - they are very helpful especially in winter they will get you out of the cab and help you get to the door/cab - very satisfied with drivers and cabs it is just little inconveniences - I am very satisfied and I can't do without it