

STEP TRANSPORTATION SHARED RIDE GUIDE

INDEPENDENT LIVING PATHWAY



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Fare Structure

Sponsored Transportation

Sponsorship and/or type of trip (one-way)	Fare
Medical Assistance Transportation Program-sponsored trip	\$0
Age 60-64 STEP Office of Aging-sponsored trip	Refer to Fare Chart
Age 65 + older with STEP Office of Aging-sponsored trip	\$0
Age 65 + older without STEP Office of Aging-sponsored trip	Refer to Fare Chart
Persons with Disabilities (PwD)	Refer to Fare Chart
Americans with Disabilities Act (ADA)	\$4.00 Copay
General Public (Full Fare) and third Party -sponsored trip	Refer to Fare Chart

Fare Chart

Effective January 1, 2025

Mileage Zone Miles	General Public	PwD Copay	Lottery Shared-Ride (65 and older)	Age 60-64 STEP Office of Aging sponsored trip
0 to less than 5	\$25.00	\$4.00	\$3.75	\$2.50
5 to less than 10	\$30.00	\$4.50	\$4.50	\$3.00
10 to less than 15	\$35.00	\$5.25	\$5.25	\$3.50
15 to less than 25	\$40.00	\$6.00	\$6.00	\$4.00
25 to less than 35	\$60.00	\$9.00	\$9.00	\$6.00
35 +	\$75.00	\$11.25	\$11.25	\$7.00

STEP Transportation Services

STEP Transportation services operate Monday to Friday, 5:30 a.m. to 6:00 p.m., except on STEP-observed holidays and are available to anyone living in or visiting Lycoming and Clinton Counties. Transportation fares per one-way trip are based on ride sponsorships and a zone-based, miles-driven fare structure. Refer to the fares and sponsorship chart on **page 3**.

STEP Transportation is available to travel anywhere within the six (6) county service area consisting of the following counties: Lycoming, Clinton, Centre, Union, Northumberland, Montour, and pre-approved medical destination points in Wellsboro (Tioga County) and Dushore (Sullivan County). Transportation is also available to/from Geisinger Medical Center (GMC) in Danville 3 times per day:

- The first drop off is approximately 8:30 a.m.
- The second drop off/return is approximately 12:00 noon
- The final return for the day is approximately 4:00 p.m.

Please be prepared for a lengthy day at Geisinger Medial Center by taking the appropriate necessities.

- Dubois MATP trips** | Tuesday, Thursday
- State College, Bellefonte, Port Matilda, Centre Hall** | Tuesday AM, Thursday PM
- K&C Denture Center, Lamar** | Tuesday, Thursday
- Coal Township** | Tuesday, Thursday
- Lewisburg, Milton, Watsonstown, Bloomsburg** | Monday, Wednesday, Friday
- Dr. Mahli, Sunbury** | Tuesday
- Dr. Mahli, Berwick** | Thursday

All STEP vehicles have cell phones and two-way radios for Drivers to be in contact with the Dispatcher at all times.

STEP Transportation Drivers do not accept tips.

Your feedback is important!

Please Call to voice a concern or to tell us about an outstanding service!

STEP Observed Holidays (no transportation)

New Year's Day	Good Friday	Independence Day	Thanksgiving Day
Martin Luther King Day	Memorial Day	Labor Day	Day after Thanksgiving
President's Day	Juneteenth	Veteran's Day	Christmas Day

General Information

Helpful Hint: Reservations are required for all trips. Reservations may be made as far in advance as you would like, but no later than 2:00 p.m. the business day before. All Monday reservations (and Tuesday if Monday is a holiday) must be made by 2:00 p.m. the Friday before. No same-day service is provided except Medical Assistance (Urgent Care). STEP is not authorized to provide emergency medical transportation. Trips may be scheduled from 8:00 a.m. - 5:00 p.m. by calling the STEP Transportation office at 570-323-7575 or 1-800-222-2468.

Door-to-door service is provided in a friendly, courteous manner. The STEP vehicle may arrive up to 15 minutes before or 15 minutes after your scheduled pick up time. Please be ready in the early window and watching for the vehicle to arrive. There is a 5 minute waiting period once the van arrives. Cancellations must be called in at least 1 hour prior to your scheduled pick up time. Use the numbers on the back of this guide for cancellations.

Riders who miss scheduled trips are very costly to the transportation service and can endanger our ability to provide future trips. STEP's No-Show Policy is:

1st Violation: The consumer receives a warning letter.

2nd Violation: The consumer receives a service adjustment where consumers have to confirm trips by 4:00 p.m. the prior business day.

In addition to the 2nd violation, the consumer will have any existing trip subscriptions canceled. The consumer will be required to call reservations for each trip that they require. Service Adjustments will be effective 15 days following the date of the second letter sent and will last for 90 days, after that time service will be restored to the consumer.

All STEP transportation vehicles are smoke free and wheelchair accessible. Drivers and all passengers must wear seat belt when riding in a STEP vehicle. Drivers will make a reasonable attempt to secure mobility devices however we are not responsible for equipment breakage or personal injury due to mobility equipment being used that is not specifically designed and warranted for use in the actual process of transportation. Consumers are responsible for bringing and securing car/ booster seats.

Sponsored Rides

STEP Office of Aging (Consumers Ages 60-64)

Consumers between the ages of 60 to 64 can use STEP Transportation under the STEP Office of Aging sponsorship for a one-way mileage-based fee (see fare structure) for the following services in Lycoming and Clinton counties:

- Grocery trips (one time per week)
- Trips to STEP Centers for Healthy Aging dining and center activities
- Trips to social service agencies such as Social Security, Dept. of Human Services, etc.
- Medical appointments or medical needs within Lycoming and Clinton counties

To be sponsored by the STEP Office of Aging, consumers must be registered with the STEP Office of Aging Program:

Lycoming County (570) 323-3096 or toll free at 1-800-332-8555

Clinton County (570) 858-5800 or toll free at 1-800-222-2019

Lottery Shared-Ride Program (Consumers Ages 65+)

Any citizen 65 years of age and older may ride for a one-way, mileage-based fee (see fare structure) to any location within the service area. Trips may be taken for any purpose: medical, social, educational, employment, shopping, family gatherings, or to sustain your independence and to enjoy and remain a vital part of your community.

To be sponsored by the Lottery Shared-Ride Program consumers must be registered with STEP Transportation, 2138 Lincoln Street, Williamsport, PA. Proof of age must be provided. The following are acceptable:

- Driver's license (out-of-date license is acceptable)
- PennDot non-driver's license
- Veteran's universal access ID card
- Resident alien card
- Passport/ naturalization papers
- Armed forces discharge papers
- Baptismal certificate
- Birth certificate
- Statement of age from social security

If you are registered with STEP Office of Aging, there is no fare for grocery trips, STEP Centers for Healthy Aging, social service agencies, and medical appointments or medical needs including GMC in Danville.

Medical Assistance Transportation Program (MATP)

The Medical Assistance Transportation Program (MATP) provides transportation for eligible consumers to medical providers that accept the PA Access Card. Consumer eligibility is determined in advance of the trip before transportation can be provided under the Medical Assistance Transportation Program (MATP).

MATP is funded by the Pennsylvania Department of Human Services. Locally, the County Assistance Office (**Lycoming County**: 570-327-3300, or **Clinton County**: 570-748-2971) should be contacted for assistance in determining eligibility for Medical Assistance.

To use STEP Transportation for MATP purposes, you must register with STEP Transportation, 2138 Lincoln Street, Williamsport, PA.

STEP staff are required to determine the most cost-effective and appropriate mode of transportation for each Medical Assistance trip. At the time of reservation, a STEP Clerk will ask specific questions to make this determination. You may be directed to use a privately-owned vehicle (mileage reimbursement), River Valley Transit Authority (fixed-route) bus, or scheduled to be picked up by a STEP vehicle.

Mileage and fixed-route reimbursement vouchers are available at the STEP Transportation office for MATP consumers to be reimbursed for using a privately-owned vehicle or River Valley Transit Authority. Some of the approved medical appointments that may fall under MATP include: doctor appointments, therapies, tests, dental visits, pharmacy trips to get prescriptions, mental health treatment, drug and alcohol treatment, and trips to medical equipment suppliers.

Note: Psychiatric Rehabilitation Service/Clubhouses and other social and vocational rehabilitation appointments are not MATP approved.

Urgent Care (MATP)

MATP Transportation is provided within a 24-hour period for Urgent Care needs when your medical provider informs you must be seen by a medical provider within 24 hours. Your doctor must call **570-323-7575** or fax **570-327-5455** verifying that you have an urgent medical situation. **If you have an immediate need (emergency) for medical care please dial 911.** STEP is not authorized to provide emergency medical transportation.

Out-of-Area Trips (MATP)

Out-of-Area transportation may also be provided when you are unable to receive services within STEP's Six (6) County Service Area. Please note that **3 full STEP business days** are required to coordinate Out-of-Area transportation.

The American Disabilities Act (ADA)

ADA Transportation is available Monday - Friday to all disabled citizens located within 3/4 of a mile from any River Valley Transit Authority fixed route. River Valley Transit Authority contracts with STEP Transportation to provide this service to all ADA registered consumers. To register for this service, you must contact STEP Transportation.

Reservations to use the ADA-sponsored trips may be scheduled one business day in advance by calling the STEP Transportation office.

Qualified attendants (mobility and personal care attendants) ride at no charge. In addition, ADA consumers may also be accompanied by at least one traveling companion other than the personal care attendant, as long as the companion has the same origin and destination as the eligible ADA consumer. In these instances, the first companion will be charged the established fare structure of \$4 for each one-way trip. Additional companions will be charged according to the established General Public fare structure.

Helpful Hint: For example, the client pays ADA Fare, personal care attendants ride at no charge, the 1st companion pays ADA Fare, 2nd companion pays general public fare (see fare chart on Pg. 3).



Persons with Disabilities (PwD)

Any person with a permanent or temporary mental or physical disability, between the ages of 18-64 years old, and living in Lycoming or Clinton county can register for STEP Transportation by calling:

570-323-7575 or 1-800-222-2468

PwD registration requires verification of disability from a licensed physician or qualified professional. The cost to be transported under this program anywhere within STEP's service area, is a mileage-based fee per one-way trip (see fare structure chart).

Helpful Hint: Reservations are required for all trips.

Reservations may be made as far in advance as you would like, but no later than 2:00 p.m. the business day before. All Monday reservations (and Tuesday if Monday is a holiday) must be made by 2:00 p.m. Friday.

Please be advised, trips to day-programming services such as sheltered workshops, approved training providers (on-the-job training programs), adult training facilities, group homes, and mental health day treatment centers are not PwD eligible.



General Public Fare

General Public Fare

Anyone living or visiting in Lycoming and Clinton counties can ride with STEP Transportation for a one-way, mileage-based fee (see fare chart on page 3) to anywhere within STEP Transportation's service area.



Notes

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Transportation

Phone: 570-323-7575 or 800-222-2468

Email: step@stepcorp.org

www.stepcorp.org

2138 Lincoln Street | Williamsport, PA 17701

STEP Transportation is funded by Pennsylvania Lottery Funds, Pennsylvania Department of Human Services, Pennsylvania Department of Aging, Pennsylvania Department of Transportation, and Williamsport Bureau of Transportation.

STEP, Inc. is the Lycoming-Clinton Counties Commission for Community Action. STEP's mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success.

STEP Transportation is part of
STEP's Independent Living Pathway to Success

STEP Transportation does not discriminate on the basis of age, sex, color, creed, national origin, or handicap.