



300 South Pennsylvania Ave.
Wilkes-Barre, PA 18701
(570) 288-9356
lctabus.com
Robert J. Fiume, Executive Director

Dear New Client:

This letter serves to acknowledge receipt of your application for Senior Shared Ride Transportation.

Transportation is provided by vehicles of the Luzerne County Transportation Authority and trips may be arranged by calling the office and specifying essential information. As a Senior Citizen, the rides are available to you at a reduced cost and the fare amount required is based on the distance of your trip. Before you begin, please send in payment for upcoming transportation and it will be applied to your account profile. Payment must be submitted in advance by mail or in person at:

Luzerne County Transportation Authority
300 S Pennsylvania Ave.
Wilkes Barre, PA 18701

Any questions you have on this matter can be answered by calling our office.

The management of Luzerne County Transportation Authority hopes the Shared Ride Program for Senior Citizens is helpful to you. If you have any questions, please contact Luzerne County Transportation Authority (570) 288-8420.

Sincerely,

Robert Fiume, Executive Director
Luzerne County Transportation Authority
Shared Ride Program

Shared Ride Rates

PLEASE REVIEW THE FOLLOWING RATES:

These rates are for our Lottery Program (65+),
and our PWD Program (Persons with Disabilities).

Below is the current co-pay structure.

If you have further questions or require assistance,
please call our office at 570-288-8420, or visit: www.lctabus.com

RATE CHART		
YOUR TRIP MILEAGE	LOTTERY PROGRAM *	PWD PROGRAM **
0-1.99	\$2.50	\$3.50
2-3.99	\$2.80	\$3.50
4-5.99	\$3.20	\$3.50
6-9.99	\$4.20	\$4.20
10-15.99	\$6.00	\$6.00
16 +	\$6.75	\$6.75

* 65+ PROGRAM

** PERSONS WITH DISABILITIES PROGRAM

SCHEDULING A RIDE

Transportation is available Monday through Saturday 9:00am to 5:00 pm.

Please contact Luzerne County Transportation Authority by calling **(570)-288-8420**.

Our regular office hours are Monday through Friday from 8:00 AM to 4:00 PM. If you call us after hours or on a weekend or holiday, you will be able to leave a message on our answering machine and we will return your call on the next business day.

Transportation appointments can be made up to two (2) weeks in advance. It is not necessary to wait until the day prior to schedule transportation.

When you call to schedule a ride, we will ask the **date and time of your appointment**, the **exact address of where you need to go is required when you call to schedule a ride** and **how long the appointment will last (if you know)**.

However, if you find it necessary to schedule a **Next-Day appointment**, it **MUST BE MADE BEFORE 12:00 NOON of the previous business day**. **Appointments will NOT be accepted later than NOON...no exceptions.**

If you need a ride to a medical appointment or service, you should call us as soon as possible. For regular appointments, you must call us **before noon the day before**. (Example: Call Monday before noon for Tuesday, Tuesday before noon for Wednesday, Wednesday before noon for Thursday, Thursday before noon for Friday, Friday before noon for Monday).

As always, your cooperation is appreciated.

SHOPPING POLICY

The Luzerne County Transportation Authority will NOT transport clients with MORE THAN 3 grocery/shopping bags.

Gallon jugs and 2-litre bottles must also be placed in bags and they will count toward the 3-bag limit.

The following are acceptable examples of the policy:

Two (2): 12-packs of soda and 1 bag of groceries

One (1): 12-pack of soda and 2 bags of groceries

Three (3): 3 bags of groceries

Three (3): 12-packs of soda

The 3-bag limit also includes clients who shop at retail stores such as Wal-Mart and Sam's Club, etc.

Thank you for complying with this policy.

ILLEGAL OR DISRUPTIVE CONDUCT WILL NOT BE TOLERATED

Service will be suspended or refused to clients who engage in violent, seriously disruptive or illegal conduct. The severity of the incident will determine whether an individual is suspended temporarily or permanently.

For example: a person whose behavior threatens the safety of Para Transit personnel or other clients may be refused service immediately. Other sanctioned behavior will be communicated via correspondence. An individual who contests a refusal of Para Transit service may appeal the decision through an administrative appeal process.

COMPLAINT PROCESS

Service complaints should be submitted by phone or in writing to:

Luzerne County Transportation Authority
300 S. Pennsylvania Ave
Wilkes Barre, PA 18701
(570) 283-1683 Ext. 298

A complaint is a verbal or written expression of dissatisfaction. All complaints received will be reviewed and a Luzerne County Transportation Authority person will provide a telephone response within 3 days. This staff person may not have been involved in the action that is the subject of the complaint. Written documentation of all complaints will be kept on file.

If the complaint resolution is not satisfactory, the client has the right to request that the Executive Director review the complaint. A written response to this second level of complaint review/resolution will be provided within 7 days after the receipt.