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THE KEY TO



YOUR  
MOBILITY!

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Transportation Services Inc.  
is a member of



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New Castle, PA 16101  
[www.lccap.org/ACTS](http://www.lccap.org/ACTS)

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Steve Craig

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# Persons with Disabilities Transportation Program



## Users Guide to Transportation Services for Persons with Disabilities



## ACTS Paratransit Bus Service

· This is a “by reservation only”, “door-to-door” transportation service. It’s designed for people who cannot ride fixed-route service (New Castle Area Transit Authority buses) due to a disability or lack of fixed-route service in their area. If requested, the ACTS Drivers will assist you from the door of your residence to the door of your destination to ensure you a safe trip.

· Wheelchair accessible buses are available.

· This is a “shared-ride” service, meaning that you will be “sharing” the vehicle with others traveling in the same area at the same time.

· Passengers must be pre-registered for service before using it. To register, please call the ACTS Customer Service Department at 724-652-5588.

· All trips must be reserved at least one business day in advance of the trip date. Trips must be reserved by calling the ACTS Customer Service Department at 724-652-5588.

· Although the ACTS buses are available to transport anyone, persons with disabilities may be eligible for one or more programs that will sponsor your trip and pay a portion of your fare for you. ***Please see the “Programs that may sponsor your trips” section of this brochure for a description of programs that may be able to sponsor your trips.***

· ACTS has specific days and times that we service various parts of the County. Please check with the ACTS Customer Service Department or consult our general ACTS Brochure to find out the days and times that we service your area.

## Programs That May Sponsor your Trips

### ADA Complementary Paratransit

· For individuals who, because of a disability, cannot use the fixed-route bus service (New Castle Area Transit Authority).

· For any trip that originates and ends within 3/4 mile of a fixed bus route.

· Trips must be taken during the same days and times that the fixed-route bus operates in your area.

· Trips can be for any purpose, including medical, employment, or shopping.

· Applicants must contact the New Castle Area Transit Authority (724-654-3130) for eligibility determination. If eligible, the New Castle Area Transit Authority will authorize ACTS to transport you.

· The passenger’s cost for the ACTS trip is double the fare that would be paid if traveling on the fixed-route system with the balance paid by the NCATA.

### Mental Health/Developmental Services (MH/DS) Trips

· For individuals who attend a sheltered workshop program or adult training facility through the Lawrence County ARC, Lark Enterprises, or the Lawrence County MH/DS Office.

· Trips provided under this sponsorship must be approved by the agency before transportation services can begin.

· The cost of these trips are billed directly to the passenger’s Waiver Funding.

### Medical Assistance Transportation Program

· For individuals who have a valid Medical Assistance Card (ACCESS) through the Department of Human Services.

· Individuals can only use this sponsor if they are traveling to a medical destination that will be billing their Medical Assistance Card for their medical services.

· There is no cost to the passenger as the full trip cost is billed to the Medical Assistance Transportation Program.

### Shared-Ride Program for Persons with Disabilities

· For individuals who are between the ages of 18 and 64 and have a documented disability according to the Americans with Disabilities Act.

· Riders **DO NOT** have to be Lawrence County residents, but must be registered with ACTS and traveling within ACTS service areas and times.

· For trips that are not eligible through the ADA Program or sponsorship by another agency or a public/private entity.

· Trips can be for any purpose, including medical, employment, or shopping.

· The passenger’s fare for the service depends on the distance they will be traveling with most of the cost of their trip being paid through a grant from the Pennsylvania Department of Transportation.

**PLEASE NOTE: If you are a person with a disability, you may be eligible for more than one sponsor. For example, you may use the Medical Assistance Transportation Program when you travel to your medical appointments, the MH/DS sponsor when you travel to a sheltered workshop, the ADA sponsor when you travel along the fixed-route bus lines, and the Shared-Ride Program for Persons with Disabilities when traveling to a destination that is not eligible through any of the other sponsors. Please contact the ACTS Customer Service Department for assistance with determining which sponsor is most appropriate to assist you with your trip cost.**