

Scheduling Rides

The key to using ACTS successfully is knowing how to schedule your trip and what areas are serviced on any given day. Please give as much advance notice as possible when scheduling trips.

- Trips are scheduled on a first come, first served basis.
- Since ACTS is a coordinated system, trips to and from outer-lying parts of the county will be grouped together.
- The cut-off time for scheduling a trip is by 2:00pm one business day before the trip is to be taken. Monday trips must be scheduled by Friday at 2:00pm.
- If you require an escort during your trips, you may be asked to provide a Physician's Excuse detailing your need for the escort. Once approved to ride with an escort, please tell the Customer Service Representative when you schedule your trip if you plan to bring someone along for the trip.
- Lift Equipped Vehicles are available for individuals with disabilities. Please notify the Customer Service Representative if a lift equipped vehicle is needed for your trip.

Canceling Scheduled Rides

If you need to cancel a scheduled trip, please contact our office at least 2 hours before your scheduled pickup time. Failure to follow our cancellation procedure may result in a suspension of transportation services for at least 30 days.

Additional Trip Requests and Changing Scheduled Trips

All trips must be scheduled at least one business day before the date of the desired trip. No additional trip requests or trip changes will be honored by the driver. The driver is only permitted to pick up and deliver clients according to the advanced reservation each passenger has made through the ACTS Office.

Passenger Conduct

ACTS reserves the right to suspend passengers indefinitely who do not abide by the Passenger Conduct Rules.

- ACTS strongly recommends that all adult passengers wear seatbelts, however, minor children are required to be secured during transport. Children over the age of 4 years old must wear a seat belt. For children aged 2 to 4 years old, ACTS has integrated child restraint seats available in our buses that are appropriate for most children in this age group. For children under the age of 2 years old, parents must provide child restraint seats for children and are responsible for securing them properly in the ACTS vehicles. Parents should ask Customer Service if they have questions about which type of child securement is most appropriate for their child based on their age, height, and weight.
- Passengers are permitted a maximum of 5 or 6 grocery-sized bags per ACTS Trip. These carry-on items should be able to be carried between the passenger and the driver in one trip between the bus and the destination. Please refrain from purchasing large items or excessive groceries.
- Although the Customer Service Representatives will tell you the approximate time the bus is scheduled to pick you up, it is important that you are ready at least 15 minutes early. The ACTS Bus may arrive up to 15 minutes before through 15 minutes after your scheduled pick-up time and still be considered "on time".
- Profanity, violence, threat of violence, harassment, smoking, alcohol use, and illegal drugs are strictly prohibited.



Allied Coordinated Transportation Services, Inc.
701 N. Mercer St. • New Castle, PA 16101
www.lccap.org/ACTS

ACTS Phone Numbers:

Customer Service: 724-652-5588
ACTS Toll-Free Phone Number: 1-888-252-5104

ACTS Bus Operating Hours:

Mondays through Fridays: 5:00 am* - 7:00 pm
Saturdays: 6:00 am* - 4:00 pm

ACTS Office Hours:

Mondays through Fridays: 8:30 am - 4:30 pm

*For life sustaining appointments, such as dialysis, passengers may be picked up early to ensure that they arrive at their appointments by 5:00am during the week and 6:00am on Saturdays.

ACTS is a member of the



Sponsored in cooperation with:
PA Department of Transportation,
PA Department of Community and Economic Development,
and the Lawrence County Commissioners

August 2021



ACTS (Allied Coordinated Transportation Services, Inc.) is a non-profit, advanced reservation transportation system that operates under the umbrella of the Lawrence County Community Action Partnership in cooperation with the PA Department of Transportation and the Lawrence County Commissioners.

Our main objective is to make transportation services available and accessible to all people regardless of age, disability, or residence location.

ACTS Service Area

ACTS provides shared ride service to destinations in the following areas:

- * Lawrence County * Beaver County * Mercer County**
- * Butler County (Butler and Cranberry Township Areas)**
- * Allegheny County (Greater Pittsburgh Area)**

When scheduling to any Out-of-County destinations, our Customer Service Representatives will advise you of your scheduled pick up time. All Out-of-County trips should be scheduled at least 3 business days prior to your appointment date. If you find that you are unable to provide the 3 days' notice to ACTS due to an unexpected appointment, please contact our Customer Service Department. If possible, we will accommodate your request up to the day prior to the trip as long as there is an available seat on the bus. **Please note-ACTS reserves the right to cancel service into a neighboring county if there is not a minimum of two passengers for the day.**

Service to Rural Townships

Service to rural townships, that are located in the outer-lying parts of the County, is limited to predetermined weekdays. When you schedule your trips, please ask the Customer Service Representative about the days and times that ACTS provides service to your township.

Saturday Service

ACTS provides service within Lawrence County on Saturdays that is limited to the City of New Castle and the areas immediately surrounding the City of New Castle. Please contact our Customer Service Department for more details concerning our service locations and hours of service on Saturdays.

Escorts

Escorts are permitted for passengers under the age of 18, for passengers who are permanently or temporarily unable to travel alone due to a disability, and for passengers who need an interpreter. Before passengers are able to bring escorts along at no cost, a Physician's Excuse is required by ACTS.

ACTS Fares

ACTS is open to the general public meaning that anyone can ride ACTS for any reason that they wish to travel. ACTS full fares are calculated based on the direct mileage between the passenger's pickup location and destination. ACTS full fares are very reasonable, comparable to the cost of a taxi, however most passengers are eligible for a discount on their trips through a sponsoring agency. Please read the last page of this brochure for more information about free and low-cost transportation services available through the various sponsoring agencies.

Please note that ACTS Drivers do not carry change. Passengers are expected to carry correct change to pay each driver for each one-way trip. For passengers wishing to pre-purchase Fare Vouchers in the amount of their one-way trip passenger fares, please contact the Customer Service Department at (724) 652-5588 for details.



Free or Reduced Fare Transportation Services

- **Medical Assistance Transportation Program** pays 100% of the trip cost for eligible passengers traveling to medical appointments, to pick up prescriptions, or for obtaining medical equipment. Passengers of all ages who have a current and valid Medical Assistance Card, through the Department of Human Services, are eligible for this program. ACTS is the door-to-door transportation provider for the Lawrence County MATP.

- **Shared-Ride for Persons with Disabilities Program** provides reduced fare trips for persons with disabilities, aged 18 to 64 years of age, that do not have sponsorship through another program for a particular trip. This program is intended to offer reduced fares for passengers whose trip is not subsidized through the ADA or MATP Programs.

- **Americans with Disabilities Complementary Paratransit Program** is sponsored by the New Castle Area Transit Authority with the aim of providing transit service to people of all ages with disabilities. ACTS is the contractor for this program and provides this service for the NCATA.

Senior Citizen Passenger Programs

Through the **PA Senior Citizen Lottery Program**, any passenger over 65 years of age who completes a simple one page application and provides proof of their age to ACTS is eligible to receive at least an 85% discount on their ACTS trips. Through this program, passengers can travel anywhere within the ACTS service area for any trip purpose, including; employment, beauty salon, volunteerism, shopping, medical or for whatever reason they'd like to travel.

To apply, please contact ACTS Customer Service Department at (724) 652-5588.

Valid Proofs of Age Include:

- * Birth Certificates * Passport * Resident Alien Card**
- * Drivers License * PA Identification Card ***
- Naturalization Papers**
- * Statement of Age Verification from SSA**

Once signed up for the **PA Senior Citizen Lottery Program**, passengers are automatically eligible to receive an additional discount through a generous grant from the Lawrence County Commissioners. The **Senior Nutritional Shopping Program** sponsors Lawrence County Senior Citizens' trips to the grocery store or local farmers' markets. Passengers riding under this sponsorship pay only \$1.00 per trip!

After completing a PA Senior Citizen Lottery Program application with ACTS, our Customer Service Department will refer Senior Citizens to **Challenges: Options in Aging** for a further trip discount. Once approved through Challenges: Options in Aging, Senior Citizens will ride with ACTS for \$1.00 per trip to medical appointments, the pharmacy, and to the New Castle and Ellwood City Senior Centers!

Eligibility for any of these Senior Citizen Programs is not based on income or disability status. Please contact ACTS Customer Service at (724) 652-5588 to request your Senior Citizen Application. We'd love to take you to where you're going!