

Persons with Disabilities (PwD)

TACT's Persons with Disabilities (PwD) program is open to people between the ages of 18-64 that apply for the program. The application must be filled out in its entirety and proof of disability may be required.

Those who qualify for this program pay 15% of the total full fare, while the state will cover the other 85% of the fare. For example, if the trip was under five (5) miles, the co-pay the customer would be responsible for would be \$2.85.

A list with all of the fares and co-pays is available from the TACT office or on the website, www.tandctransit.com.

MATP (65 years and older)

The Medical Assistance Transportation Program (MATP) is available for those over 65 years of age who receive medical assistance. All approved appointments **must** be scheduled or changed through the Community Action Agency (CAA).

TACT must be notified of a cancellation at least **two (2) hours prior to the earliest pickup time**.

TACT can only accept MATP appointments that are scheduled through CAA at 724.548.3408 – option 1. **Trips must be scheduled with CAA two (2) business days prior to trip before 2:00 p.m.**

Revised 7/2019

Tips for our riders

- Please be kind and courteous to your driver and fellow passengers.
- All TACT vehicles are accessible to persons with disabilities
- Smoking, eating and radios without headphones are **not** permitted on TACT vehicles.
- Make sure all children are removed from strollers and that the strollers are stored safely on the vehicle before departing.
- Before leaving the vehicle, please make sure that you have all of your belongings. If you find you left something on the vehicle, call TACT offices as soon as possible at 724.548.8696.
- Safety is very important to TACT. Drivers will only drop passengers off in an area that is safe for the passenger.
- **Exact change is required. Drivers do not carry change. Books of forty (40) 25-cent tickets are available for purchase from your driver or the TACT office for \$10.**
- If you are using our *Shared-Ride* program and need to cancel, please make sure to call TACT offices at 724.548.8696 **at least two (2) hours before your given pickup time**. Failure to do so, after **one (1)** grace late cancel, may result in additional fees.
- Drivers are **not** permitted to take cancellations or complaints, please contact the TACT office at 724.548.8696.
- Drivers are **not** permitted to accept tips or gifts for their service.



*TOWN AND COUNTRY
TRANSIT
(TACT)*

SHARED RIDE PROGRAM

**220 North Grant Avenue
Kittanning, PA 16201**

Telephone 724.548.8696
Toll Free: 800.245.8588
Fax: 724.545.3356



*Office Hours: Monday-Friday
8:00 a.m. until 3:45 p.m.*

Visit us online:
<http://www.tandctransit.com>
<http://www.facebook.com/tandctransit>

About TACT Shared Ride

Town and Country Transit (TACT) Shared-Ride program is an advanced reservation, door-to-door service that is offered to senior citizens over 65, persons with disabilities, between the ages of 18-64, and to all other Armstrong County residents.

The shared-ride program operates Monday through Friday from 7:30 am until 4:00 pm. TACT does not operate on Saturdays, Sundays or the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day

Making a Reservation

You can make your appointment up to two (2) weeks in advance by calling TACT offices at 724.548.8696 or 800.245.8588.

Trips must be scheduled no later than 11:00 a.m. the business day prior. If your appointment is on a Monday, the reservation must be made the Friday before by 11:00 a.m. Those who qualify for the CP program have until 3:45 p.m. the day before to schedule a trip.

When calling, make sure you have your name, address of pick up and drop off, the date and time of your trip, if you will have an escort with you, and if you use a mobility device, like a walker, wheelchair, or scooter.

The day before your trip, you will be called with a half hour time frame for your pickup. Please be ready for the **earliest** time. There may be others on the vehicle or to be picked up, and drivers are only permitted to wait five (5) minutes before moving on to next stop.

Fares

Since the program is door-to-door it is more costly to operate. The fares for Shared Ride trips are based on mileage.

For example, if the trip is within five (5) miles, the full fare would be \$19.00 **each way**. Many of TACT's Shared-Ride passengers qualify for a co-pay that is only 5%, 10% or 15% of the full fare.

Information about Shared Ride fares are available online at www.tandctransit.com or calling TACT offices for the fare rate for your trip at 724.548.8696 or 800.245.8588.

When scheduling your trip, please ask the reservationist for your co-pay amount because **exact change is required and drivers do not make change**. Fare is to be deposited into the fare box as soon as you enter the vehicle.

No Shows/Late Cancells

TACT policy requires **at least a two (2) hour notice for all cancellations**. In the event you need to cancel a trip before the office is open, please leave a voicemail. Messages are timestamped and will let office staff know you canceled in time.

A letter will be sent out after the first offense of canceling at the door or not canceling in time, as a reminder of the TACT No Show/Late Cancel policy. After the first offense, you will owe the full fare for the trip that is a no show **or** late cancel.

Drivers are not permitted to accept cancellations, you must call and cancel with the TACT office.

General Public

General Public passengers are those who do not qualify for any fare assistance programs, such as Senior Citizen (65+), Persons with Disabilities (PwD), or the Medical Assistance Transportation Program (MATP).

Any person who travels as a member of the general public must pay full fare for each part of their trip. Payment is due in the fare box at the time you enter the vehicle.

Complementary Paratransit (CP)

This program is for our riders with disabilities who submit an application to TACT and who want to travel to and from a destination within three-quarters of a mile (3/4) of a fixed-route line and are unable to use the fixed-route service due to a disability.

CP operates at the same time as the Fixed-Route service, Monday through Friday 6:30 a.m. until 7:25 p.m. and Saturdays between 8:00 a.m. and 4:00 p.m. No Sunday service is available.

Approved riders are permitted to have one (1) approved **Personal Care Attendant (PCA)** ride for **free** with them to their destination. CP riders may also take a **guest**, but they must pay the **same fare** as the rider. If the rider is taking an approved PCA or guest, it must be stated at time of reservation. If there is available room on the vehicle, a CP rider may bring more than one guest, but TACT is only responsible for room on the vehicle for one (1) PCA and one (1) guest.

One way fares through Complementary Paratransit are fixed at \$2.50.