

What If I Have a Problem With the Service?

It is important for us to know that the service being provided is safe and sensitive to the needs of the passengers. If for any reason this does not occur, the Huntingdon-Bedford-Fulton Area Agency on Aging accepts, investigates and follows through on consumer concerns and complaints as part of continuous quality improvement. Complaints are accepted by phone or in writing and all complaints are investigated within 5 business days by the Transportation Director. The Transportation Director may be reached at

1-800-892-7903
or
814-623-8148.

HUNTINGDON-BEDFORD-FULTON AREA AGENCY ON AGING

Shared Ride Rural Transportation Program for Persons with Disabilities (PWD Program)



CART Program

HUNTINGDON-BEDFORD-
FULTON
AREA AGENCY ON AGING

**Program Goal: Meet the
transportation needs of Persons
with Disabilities that are not
currently funded through existing
funding sources.**

What is Shared Ride Service?

Shared-Ride means that passengers share the vehicle with others traveling in the same direction at the same time. Shared-Ride requires advanced reservations, operates in defined service areas at defined times and is available to the general public at full fare.

Shared-Ride is NOT exclusive taxi service. Shared-Ride does NOT provide same day service. Shared-Ride may NOT be able to meet every trip request. All trips must be coordinated with other trips.

Who Is Eligible for the Program?

Persons must meet four criteria:

1. A person must have a documented disability
2. Be between 18-59 years of age
3. Live in Huntingdon, Bedford or Fulton County
4. No other funding source is or has been responsible for trip sponsorship

An application must be completed with written evidence of a disability and returned to the determining Agency in your county. For an application:

Contact:

Huntingdon County: Employment and Training at 814-641-6408

Bedford County: Center for Community Services at 814-623-2002

Fulton County: Fulton County Partnership at 717-485-0931

How Much Will It Cost For the Ride?

The Shared-Ride program only covers 85% of the total fare. The passenger is responsible for the other 15% of the fare. The total fare for Zone 1 is \$12.00 and Zone 2 is \$25.00, thus, the passenger must pay \$1.80 per one way trip in Zone 1 and \$3.75 per one way trip in Zone 2.

Reservations

Reservations are taken Monday through Friday from 8 a.m. to 3 p.m. Reservations must be made at least 24 hours in advance. Trips are provided on a first come first served basis and whether or not the trip can be coordinated with another trip. Reservations can be taken and are encouraged days, weeks and months prior to the actual trip date.

Reservations can be made at the following CART offices, depending

on the county of residence.

Huntingdon County: 814.643.5700
or 1.800.999.8364

Bedford County: 814.623.9484 or
1.800.333.9004

Fulton County: 717.485.4899 or
1.800.999.0748

Pickup times will depend on the number of people going on that particular trip. You may be requested to go up to an hour earlier in order to accommodate all the passengers and appointment times. Persons who make a reservation and then are not home or decide not to go when the driver is there for a pickup will be considered no shows. No shows interrupt schedules and are costly to the Agency. Excessive no shows will result in service suspension.

Cancellations must be made as soon as possible.

Where and When Can I Travel?

CART operates Monday to Friday from 8:00 a.m. - 4:00 p.m. The PWD Program allows the eligible passenger to travel to any destination (grocery store, department store, etc) within Zones 1 and 2. Zone 1 is Huntingdon, Bedford, and Fulton counties. Zone 2 is any county that is adjacent to the above counties. Travel to Zone 2 is on a limited basis. Check with your local CART office for days and times.

What If Help Is Needed?

CART vehicles are lift or ramp equipped and can safely accommodate and secure individuals who use a variety of mobility devices. Agency drivers assist passengers from the door of the trip origin to the door of the trip destination. Door means the entrance of your

home, the lobby of an apartment building or hospital, or the outer door of a store. Passengers who require further assistance to safely travel or complete the trip purpose are permitted to have an escort/attendant accompany them at the same fare as the passenger. All passengers are required to use a seat belt and mobility devices must be able to be secured within the vehicle.

HUNTINGDON -
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AREA AGENCY ON
AGING

Huntingdon-Bedford-Fulton Area

Agency on Aging

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Fax: 814-623-5929

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