

WELCOME!

Our Mission

Our staff is dedicated to enhancing the mobility of our consumers by providing professional and accessible transportation in a safe, reliable, comfortable and courteous manner.

The Wayne County Transportation System (WCTS) is a County-operated **SHARED RIDE** service, which means that people will be sharing the ride with you and traveling with you to and from other destinations.

We may ask you to make adjustments in your travel times in order to minimize your wait, accommodate other riders, and try to give you the best service possible.

Registration

Registration is easy. Our staff will help you complete a form, which will include information based on program eligibility.

Please be prepared to provide proof of age documentation when you sign up. We recommend you visit the office or download an application from the website:

<https://www.waynecountypa.gov/218/Transportation>



MANY DESTINATIONS

Policies

When you use our transportation service, you may want to take along small packages, bags, or other items. There are limits to what passengers can carry on the vehicle so others may ride safely and comfortably.

Normally, items being transported must be limited to what can be reasonably carried by one person in one trip. Our drivers provide reasonable assistance in this area as part of our service, but that does NOT include lifting heavy or bulky packages or making multiple trips with shopping items.

Transportation consumers are expected to be courteous, appropriately dressed, and groomed to ride in a public vehicle. Foul language, body odor, or antisocial or threatening behavior may be reason to remove a person from a vehicle.

Just a few notes to remember:

- WCTS is not an ambulance or an emergency service. **In the case of an emergency, please call 911.**
- Everyone must wear a seatbelt.
- Children, including infants and toddlers, must be secured according to current Pennsylvania child safety seat laws and recommendations. Consumers must supply their own appropriate seat or booster, whichever applies.
- During foul weather or other emergencies, a decision to close or limit Transportation service may be made. Please listen to the radio or TV, or view the website.
- Exact change is required to pay for a trip.
- Foul language is not permitted on the vehicles.
- Weapons are not permitted on the vehicles.
- Open alcohol cans or bottles are not permitted on the vehicles.
- Drinking and eating are not permitted on the vehicles.



Reservations

For reservations, please call before 4:00 PM, **two** business days prior to your appointment, to assure a seat will be available. You may call up to one year in advance of your appointment.

Those using PennDOT and/or PwD funding may call one business day prior to an appointment, and if the schedule allows a ride will be provided. Please call during business hours to check for availability.

An answering machine is available overnight to leave cancellation information. No appointments may be accepted on the answering machine.

During the following holidays, regular shared-ride service is not available:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving
- Christmas

Ride Funding

Your ride may be fully or partially paid for by one of the following Programs:

Area Agency on Aging (AAA) (age 60-64)

85% subsidized by the Wayne County Area Agency on Aging. Customer pays 15% of cost per trip—\$4.00 or more depending on length of trip.

PennDOT (age 65+)

Partially subsidized (85%) by the PA lottery and PA Department of Transportation. Customer pays \$1.00 per trip (\$2.00 out-of-county), and Wayne County Area Agency on Aging pays the balance.

Medical Assistance Transportation Program (MATP) (Any age)

Fully subsidized by the PA Department of Human Services only if going to an MA-covered service.

Persons with Disabilities (PwD) (age 18-64)

85% subsidized by the Pennsylvania Department of Transportation. Customer pays 15% of cost per trip—\$4.00 or more depending on length of trip.

General public: Citizens may ride for full unsubsidized fare—\$26.65 or more depending on length of trip.

Service Times and Locations

4:00 AM to 9:00 PM, Monday–Friday, in Wayne, Pike, Lackawanna, Monroe, Susquehanna, and Luzerne counties.

Regular Service Area

The Regular Service Area for shared ride services is Wayne County and the nearby Pennsylvania counties of Pike, Lackawanna, Monroe, Susquehanna, and Luzerne. Service does NOT extend to other states. Service beyond the Regular Service Area will be primarily for medical and group shopping purposes and may be limited at the discretion of the County.

MATP ORS Service

Transport may be provided Outside the Regular Service area (ORS) and will be provided only to MA-eligible consumers and only for access to certain medical specialties.

Weekends and Holidays

Transportation is provided on a case-by-case basis on weekends and holidays for life-sustaining and/or MA-covered urgent care. At the discretion of the County, weekend and holiday transportation services for other purposes may also be provided for a distance of not more than 40 miles from a consumer's home and within the Regular Service Area.

This Program is funded in part under a contract with the Pennsylvania Department of Aging, the Pennsylvania Department of Transportation, the Pennsylvania Department of Public Assistance, and the Wayne County Commissioners, an Equal Opportunity Employer.

We gratefully acknowledge these contributors:

***The Wayne County Board of Commissioners
The Pennsylvania Department of Aging
The Pennsylvania Department of Transportation
The Pennsylvania Department of Human Services
The Wayne County Area Agency
on Aging Advisory Council
The Wayne County Transportation
Advisory Board***

WAYNE COUNTY TRANSPORTATION SYSTEM

323 10TH STREET
HONESDALE, PA 18431

OFFICE HOURS
MONDAY - FRIDAY
8:00 AM - 4:00 PM

APPOINTMENTS ONLY

TELEPHONE: (570)253-4280
1-800-662-0780

(OUTSIDE LOCAL CALLING AREA)

TRANSPORTATIONAPTS@WAYNECOUNTYPA.GOV



“GOING THE DISTANCE”

Updated 7/1/21