

## Clinton County Designated Stop Program

### Frequently Asked Questions

#### **What does Designated Stop Program service mean?**

Designated Stop Program service is public transit service operated with existing shared ride vehicles, with designated stops along currently traveled routes of STEP's shared ride service.

#### **Who can ride?**

Anyone can ride for a flat rate of \$2.00 per trip.

#### **How do I schedule a trip?**

Reservations are required to ride and must be scheduled by 2:00 PM the business day prior to the requested date of travel. Schedule a ride by calling (570) 326-0587 or by visiting [www.stepcorp.org/ride](http://www.stepcorp.org/ride). If you need a return trip, you must also book that reservation.

#### **What type of vehicle is used?**

STEP uses vans to provide transportation services. All STEP vehicles are smoke free and wheelchair accessible. Drivers and all passengers must wear seat belts when riding in a STEP vehicle. Drivers will make a reasonable attempt to secure mobility devices; however, we are not responsible for equipment breakage or personal injury due to mobility equipment being used that is not specifically designed and warranted for use in the actual process of transportation. Customers are responsible for bringing and securing car/booster seats.

#### **Why might the van be making additional stops that are not along the Designated Stop Program route?**

STEP provides transportation services through several different eligibility programs. Passengers of the shared ride Designated Stop Program service may share a vehicle with passengers riding under a different transportation sponsored program.

#### **What if I miss my trip?**

Riders who miss scheduled trips are very costly to the transportation service and can endanger our ability to provide future trips. STEP's No-Show Policy is: 1st Violation: The customer receives a warning letter. 2nd Violation: The customer receives a service adjustment where customers have to confirm trips by 4:00 PM the previous day. Service adjustments will be effective 15 days following the date of the second letter sent and will last for 90 days, after that time service will be restored to the consumer.