

A History of Service

FAMILY SERVICES OF WESTERN PENNSYLVANIA is a comprehensive human service agency that provides a wide variety of programs, services and activities for children, families, and adults living in the western Pennsylvania region. Family Services is committed to our mission...

Empower people to reach their full potential.

Our services are developed in accordance with national service organizations, the Alliance for Strong Families and Communities, and the National Council for Community Behavioral Health and are accredited by the Council on Accreditation of Services for Families and Children. Certification by the Council on Accreditation means that Family Services meets the highest national standards for professional performance in human services.

Personnel policies, procedures, and practices are designed and implemented to prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, or sexual orientation.



For more information about all of our programs and services, call toll-free:
1.888.222.4200

3230 William Pitt Way
Pittsburgh, PA 15238-1361
Telephone (412) 820.2050
Fax (412) 820.2060
Website: dreamagainpa.org



**FAMILY SERVICES OF
WESTERN PENNSYLVANIA**

Veterans Shuttle Program



Are you a veteran having trouble getting to or from an appointment?

Contact the Veterans Shuttle Program, a free, shared-ride shuttle service helping military veterans residing in Westmoreland County to build self-sufficiency.





Are you a veteran having trouble getting to or from an appointment? Call the **Veterans Shuttle Program** and give us a try.

The **Veterans Shuttle Program is a free, shared-ride shuttle service** operated locally by Family Services of Western Pennsylvania for veterans living in Westmoreland County and needing transportation to or from an area not served by existing transportation services.

Eligibility Requirements

1. You must be a US military veteran and produce a DD214 Certificate of Release or Discharge from Active Duty form.
2. Complete an application with Family Services of Western Pennsylvania.

Scheduling a Trip

- Days and hours of service are Monday through Friday from 8:30 am to 5:00 pm.
- You can call our Shuttle Program driver at 724.316.4428 up to two weeks in advance to arrange a ride.
- The latest that you can call to arrange for a ride is at least one day in advance before 12:00 pm.
- The Veterans Shuttle driver will give you a one-half hour pick-up window. Riders must be ready for pick-up 15 minutes before or after the scheduled time. (Please allow for this in your scheduled plans.) Driver's will only wait for five minutes within the one-half hour window before they depart.

Information Needed to Schedule a Trip

The following information must be provided to the Veterans Shuttle Program staff at the time of scheduling:

1. Your name as it appears on your Family Services Veterans Shuttle Program application
2. The day and time that you would like to travel
3. The estimated duration at your destination
4. The complete address for the trip that you are requesting
5. Notes regarding any special entrances to the building
6. Any change of address or phone number since you completed your initial application
7. Any special vehicle requirements, e.g., a car seat for a child that might be accompanying you.

Cancellation and No-Show Policy

The Veterans Shuttle Program defines “no-show” as any time a driver goes to pick up a rider and the scheduled rider decides not to use the service, or is not at the pick-up site and has not called into cancel his/her trip at least (1) one hour before the scheduled pick-up time.

Cancellations must be made within the required time frame. In order to avoid a no-show, the rider must cancel their ride at least one hour prior to his/her scheduled pick-up time.

Riders who fail to cancel their trips may be subject to a service suspension.

We Do Not Operate During these Holidays

The Veterans Shuttle Program does not provide service on the following holidays:

New Year's Day	Martin Luther King Day
Good Friday	Memorial Day
Independence Day	Labor Day
Thanksgiving	Christmas

Veterans Shuttle Program Code of Conduct

Family Services of Western Pennsylvania reserves the right to suspend your transportation privileges. **The following behaviors will not be tolerated:**

- Use of loud, boisterous and/or obscene or offensive language
- Disruptive behavior or any behavior that jeopardizes the safety of any occupant of the vehicle
- Being under the influence of alcohol or drugs
- Violations of safety requirements, e.g., not wearing a seat belt, or leaving the vehicle before the designated drop-off point
- Implied threats or physical action, either verbal or with weapons, toward other passengers, drivers, or veterans Shuttle Program staff
- Property damage or threat of damage to the vehicle and/or equipment
- Smoking—our vehicle is a tobacco-free environment
- Eating in the Shuttle is prohibited
- Leaving trash behind—please take all trash with you

For Additional Information

If you would like additional information about the Veterans Shuttle Program, please contact:

Veterans Outreach Specialist
Phone: 724.837.5410. ext. 707

To schedule a ride with the Veterans Shuttle Program, please contact:

Veterans Vehicle Driver
Phone: 724.316.4428

*****Operating costs for the Veterans Shuttle Program have been underwritten by the Pennsylvania Veterans Trust Fund.**