

## OPT Fares

OPT fares are based on the kind of trip and your age.

### Individual Trips (65/over)

- Doctor's Visits 5 tickets
- Therapy "
- Adult Day Care "
- Chemo/Radiation "
- Dialysis "
- Senior Companions "
- Escorts Free

### Individual Trips (60-64)

- Doctor's Visits 10 tickets
- Therapy "
- Adult Day Care "
- Chemo/Radiation "
- Dialysis "
- Senior Companions "
- Escorts Free

### Group Trips

- Center/Lunch 2 tickets
- Center/Group Trips "
- Grocery Shopping "

(Rates effective 1/1/ 2002)

**Call OPT (412/562-5385) for any questions or complaints.**

**Using...**

Your Carrier: \_\_\_\_\_

Phone No.: \_\_\_\_\_

**Using Older Persons Transportation (OPT)**

DHS/Allegheny County Area Agency on Aging

## DHS VISION

TO CREATE AN ACCESSIBLE, CULTURALLY COMPETENT, INTEGRATED, AND COMPREHENSIVE HUMAN SERVICES SYSTEM THAT ENSURES INDIVIDUALLY TAILORED, SEAMLESS, AND HOLISTIC SERVICES TO ALLEGHENY COUNTY RESIDENTS, IN PARTICULAR, THE COUNTY'S VULNERABLE POPULATIONS.

## DHS PRINCIPLES

ALL SERVICES WILL BE: HIGH QUALITY—REFLECTING BEST PRACTICES IN CASE MANAGEMENT, COUNSELING, AND TREATMENT. READILY ACCESSIBLE—IN NATURAL, LEAST-RESTRICTIVE SETTINGS, OFTEN COMMUNITY-BASED. STRENGTHS-BASED—FOCUSING ON THE CAPABILITIES OF INDIVIDUALS AND FAMILIES, NOT THEIR DEFICITS. CULTURALLY COMPETENT—DEMONSTRATING RESPECT FOR INDIVIDUALS, THEIR GOALS, AND PREFERENCES. INDIVIDUALLY TAILORED AND EMPOWERING—BY BUILDING CONFIDENCE AND SHARED DECISION-MAKING AS ROUTES TO INDEPENDENCE RATHER THAN DEPENDENCY. HOLISTIC—SERVING THE COMPREHENSIVE NEEDS OF FAMILIES AS WELL AS INDIVIDUALS THROUGH TANGIBLE AID AND A FULL CONTINUUM OF SERVICES—INFORMATION EXCHANGE; PREVENTION; EARLY INTERVENTION; CASE MANAGEMENT & CRISIS INTERVENTION; AFTER CARE.

## AREA AGENCY ON AGING

Dan Onorato, *Allegheny County Chief Executive*  
 James M. Flynn, Jr., *Allegheny County Manager*  
 Marc Cherna, *DHS Director*  
 Mildred E. Morrison, *AAA Administrator*



Telephone: 412-350-5460

Fax: 412-350-4330

Toll-free: 1-800-344-4319

TDD: 412-350-2727

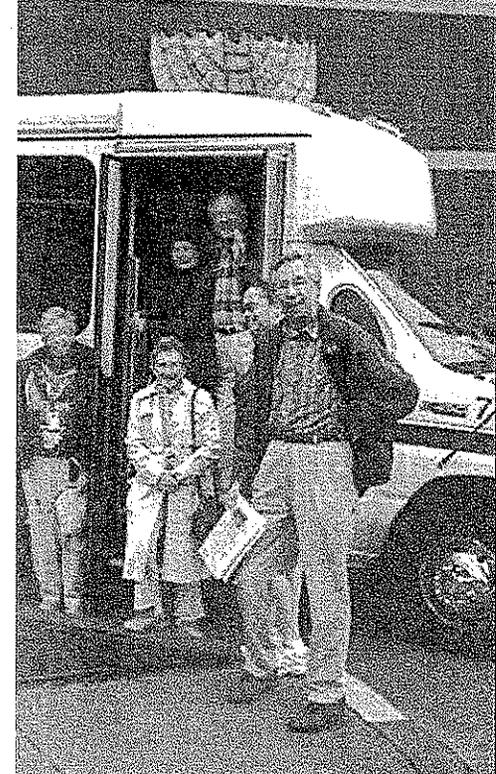
Web site: [www.county.allegheny.pa.us/dhs](http://www.county.allegheny.pa.us/dhs)

Address: 441 Smithfield Street

Pittsburgh, PA 15222

*Produced by the Office of Community Relations*

Allegheny County  
Area Agency on Aging (AAA)



**Using Older Persons Transportation (OPT)**

**Sponsored by  
 Allegheny County DHS/  
 Area Agency on Aging**

# Using Older Persons Transportation (OPT)

## Buying OPT Tickets

Now that you are registered, you may buy OPT tickets in books of 20 for \$5.00 at many senior centers, by mail order or in person at the OPT office (650 Smithfield St., Suite 440, Pittsburgh, PA 15222-3914).

**Call OPT at 412/562-5385 for more information.**

## Calling for OPT

The name and phone number of the local service provider whom you call for rides is on the back of the brochure. **To schedule a ride, you must call before 12:00 noon, one work day before your trip. (Call on Friday for a Monday trip.)**

You cannot call for same-day trips. Please have the following information ready when you call:

- Full Name
- Complete Address
- Home Phone Number
- Birth Date
- Date/Time of Appointment
- Where You Are Going

When going to a doctor, give the doctor's name and phone number. Also, say if you use a wheelchair, need special help or will have an escort. (Medical trip escorts ride for free.) Since OPT is a shared-ride service, allow at least one hour for travel when you schedule your pickup time. If you know about when the visit will be over, set up a

return pickup time when you schedule your ride. If you do not know when you will be through, you may place a "will call" when you are finished. "Will calls" must be made before 5:00 p.m.

## Waiting for OPT

Since OPT is a shared-ride service, it is hard to predict the exact vehicle arrival time. For this reason, **OPT vehicles may arrive 10 minutes before the scheduled pickup time or 20 minutes after and still be considered "on time."** Be ready to leave at least 10 minutes early. Drivers are not allowed to enter your home to look for you or wait more than 5 minutes after arriving. For return trips, wait at least 20 minutes after your pickup time and at least 30 minutes after requesting a "will call" before calling the OPT office (412/562-5385) to check on the vehicle's whereabouts.

## Cancellations & No-shows

If you cannot go on a trip that you have scheduled, you must call at least one hour before your scheduled pickup time to cancel, or you will be credited with a "no-show," which means that the vehicle arrived, but you were not there. A record of repeated "no-shows" may result in suspension of your OPT privileges.

## Bad Weather

OPT service will be cancelled on days when the Pittsburgh Public Schools are closed due to bad weather. On bad weather days when OPT is running, you must keep the walkways between your home and the OPT vehicle free of snow and ice or the driver may not stop to pick you up, if he believes it is unsafe to do so.

## Trip Tips

Unless you are in a wheelchair, you cannot request a certain type of vehicle ... You must wear a seatbelt and not smoke in the vehicles. ... Senior center trips can be arranged by calling your center one work day in advance to get on their daily trip schedule. ... Grocery shopping trips occur on the same day and time once a week in your area. Call your senior center or the OPT office one work day before to reserve your ride. You will have about an hour to shop and may bring no more than 4 bags onto the vehicle.

## When Riding on OPT

Always have the number of the OPT Office (412/562-5385) and your local OPT carrier with you, in case you have to call either one.

