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James D. Plankenhorn, President & CEO

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Lycoming-Clinton Counties Commission for Community Action (STEP), Inc.

August 19, 2020

Transportation Partner:

We realize that reaching one of our customer service staff can be frustrating at times due to the large volume of phone calls we receive. Customer service is very important to us, so in response to this I would like to announce the availability of an online reservation process. To utilize this process, please follow the following steps.

1. Open an internet browser on a mobile device or computer. Our website is optimized for Chrome, Firefox, or Edge.
2. Type in the following link: <https://www.stepcorp.org/ride.html>.
3. Provide all requested information pertaining to the desired reservation.
4. Click the "submit" button.

This will forward your reservation request to STEP Transportation. A Customer Service Representative will provide a confirmation by email or phone, whichever is indicated on the reservation form as the preferred method.

Important facts to remember:

- For next-day trips, the online reservation request must be submitted to STEP Transportation by 1:00 p.m. the previous day.
- For future trips which will occur two days or more from the date of the reservation, an online reservation can be submitted at any time.
- **SUBMISSION OF THE REQUEST DOES NOT AUTOMATICALLY SCHEDULE THE TRIP. IT MAKES US AWARE OF YOUR TRANSPORTATION REQUEST. THE ACTUAL SCHEDULING OCCURS WHEN THE STEP CUSTOMER SERVICE STAFF CONFIRMS THE TRIP.**

For customers who do not have internet access, or would prefer to call the office to schedule, that option is still available. The online process is simply an additional enhancement that we hope our customers and partner agencies will find convenient.

Dan Merk  
Program Manager  
STEP Transportation

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