

Paratransit SHARED RIDE GUIDE



rabbittransitSM

FARES • SERVICES • INFORMATION

October 2019

3P RIDE

MORE PEOPLE. MORE PLACES. MORE POSSIBILITIES.

3P Ride is an initiative of rabbittransit and community partners focused on expanding transportation options in York County, PA.

WE WANT YOUR INPUT!

From focus groups to phone surveys to having riders on the committee, 3P Ride wants to know what you want and need when it comes to transit options around the region.



More Buses.
More Routes.
More Times.



Working with health centers to book a Shared Ride when making an appointment.



Team up with volunteers and organizations that would provide rides.

Have an Idea? Want to Learn More?



Get Connected Today
1-800-632-9063 | www.3P-Ride.com
3P_Ride@rabbittransit.org

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Mission Statement

Mobility is an essential need in order to experience a high quality of life. **rabbittransit** dedicates itself to providing its constituents safe, reliable and customer centered mobility services consistent with the stewardship of its resources.

Values

Core values are the things that our organization holds most important and will not compromise.

rabbittransit's core values include:

- Safety
- Service
- Stewardship

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General Information

Contact Information

1-800-632-9063
Fax: 717-848-4853
Persons with a hearing or speech disability may call 711.
www.rabbittransit.org
info@rabbittransit.org

Customer Call Center Hours

Weekdays 7:00am – 7:00pm
Saturday 7:45am – 3:00pm

Language Assistance

Upon request, language assistance is provided free of charge to assist in communicating with individuals who do not speak English. Interpretation services are available by calling 1-800-632-9063. Customers should identify their need when calling.

Asistencia lingüística

Si lo solicita, se ofrece asistencia lingüística sin cargo para ayudar a la comunicación con personas que no hablan inglés. Los servicios de interpretación están disponibles llamando al 1-800-632-9063. Los clientes deben identificar su necesidad al llamar.

Holidays

No service on the following holidays: New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

Lost and Found

Please remember to collect all personal belongings when leaving the bus. **rabbittransit** is not responsible for lost or stolen items. Items found will be disposed of once a week.

Alternative Formats

Alternative Formats are available upon request. Please contact us for more information.

Main Office Hours

York:
Weekdays 8:00 AM – 5:00 PM
415 Zarfoss Dr., York, PA 17404
Adams:
Weekdays 8:00 AM – 5:00 PM
257 N. 4th St., Rear, Gettysburg, PA 17325
Columbia:
Columbia-Montour Aging Office, Inc.
(Limited Services Available)
Weekdays 8:00 AM – 4:30 PM
702 Sawmill Rd., Ste. 201
Bloomsburg, PA 17815
Cumberland:
Weekdays 8:00 AM – 4:30 PM
Cumberland County Ritner Campus
1601 Ritner Hwy., Carlisle, PA 17013
Franklin:
Weekdays 7:30 AM – 4:30 PM
191 Franklin Farm Ln.
Chambersburg, PA 17202

Montour:
Columbia-Montour Aging Office, Inc.
(Limited Services Available)
Weekdays 8:00 AM – 4:30 PM
702 Sawmill Rd., Ste. 201
Bloomsburg, PA 17815
Northumberland:
Weekdays 8:00 AM – 4:00 PM
61 Tyler Ave., Elysburg, PA 17824
Perry:
Weekdays 8:00 AM – 4:00 PM
151 Red Hill Rd.
Newport, PA 17074
Union/Snyder:
Weekdays 8:00 AM – 4:00 PM
713 Bridge St., Ste. #11
Selinsgrove, PA 17870

Rider Alert System

Sign up for a text, email or phone call related to service updates. Visit www.rabbittransit.org/alerts or talk to a Customer Service Representative.

Snow Routes

In cases of bad weather conditions, **rabbittransit** may alter some of its Paratransit Services. Riders may sign up for alerts, visit the website, Facebook or follow **@rabbitALERTS** on Twitter.

Definition/PCA

What is Paratransit?

Paratransit, often referred to as “Shared Ride,” is a bus service that provides trips that are grouped together between customers’ origins and destinations that are not accessible by fixed route bus service (if available in your area).

Paratransit operates during limited hours and specific travel areas. There is a required application and reservation process.

Paratransit does not provide “taxi” service and is not a non-stop ride for one person. Different riders are grouped together

depending upon their travel time and location(s). Paratransit does not provide emergency medical transportation services.

Paratransit is a door-to-door service. Please contact the mobility planning department for more information at 1-800-632-9063.

We encourage you to review this entire guide to have a clearer understanding of the complex guidelines of Paratransit Service.

Personal Care Assistant (PCA)

rabbittransit takes its role of providing mobility seriously. We recognize that passengers may face barriers that require them to bring a PCA when they travel. PCAs must provide assistance to the person traveling. Passengers using Paratransit Services who need a PCA must have their physician complete the necessary documentation. Once this form is completed and filed with **rabbittransit**, passengers will be allowed to bring one (1) PCA on board with them, unless otherwise approved. A PCA trip must be stated at the time the passenger makes a reservation in order for us to confirm if there is room in the vehicle. If you fail to let us know of the need for a PCA, we will not allow the PCA to board.

Once approved for one of the below situations, you may bring a PCA with you at no cost:

- If you are under 18, you can be accompanied by a parent or other relative/guardian.
- If you cannot travel independently, or you need any assistance due to age, illness, physical or mental disability. A PCA needed for these reasons must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret.

ADA Companion

Under the ADA Program, one companion is permitted in addition to a PCA. A companion may ride for the same fare as the rider utilizing the ADA Program. Companion trips must be stated at the time of reservation.

Getting Started

Application Process

Since transportation is a costly expense, government agencies help fund the cost for passengers, leaving them responsible for only a portion of the actual cost of transportation.

Pennsylvania counties have different Paratransit Service Programs available for qualified residents. All riders must pre-register for Paratransit Service. To

Programs

Some of the common funding programs include the following:

- Senior Shared Ride Program: 65+
- Senior Shared Ride Program: 60-64
- Medical Assistance Transportation Program (MATP)
- ADA Complementary Paratransit Program (ADA)
- Persons with Disabilities Program (PWD)
- Mental Health/Intellectual & Developmental Disabilities (MH/IDD)

Descriptions of each program:

Senior Shared Ride Program: 65+ Senior Citizens who are 65 years of age or older are eligible. Most Shared Ride destinations are within your home county; however, **rabbitransit** also provides regular trips to adjacent counties based on demand. There are no restrictions on the reason you use our services, so the Senior Shared Ride Program can be used for any kind of trip; medical appointments, shopping, recreation, senior centers, group outings, and more. There may be a co-pay

pre-register, riders must complete an application to identify which program they will qualify for to help with funding.

Each of these programs is governed with a different set of regulations, funding sources, reporting standards, service delivery guidelines and co-pays. No two passengers' trips or experiences are the same.

each time you board the vehicle. The cost depends on many different factors.

Senior Shared Ride Program: 60-64

In some counties, individuals who are between the ages of 60-64 and are residents of a participating county are eligible. This limited service allows **rabbitransit** to pick you up, take you to your destination with others who are traveling in the same direction and take you home. There may be a restriction on purpose. There may be a co-pay each time you board the vehicle. The cost depends on many different factors.

Medical Assistance Transportation Program (MATP):

County residents, including temporary residents, who have Medical Assistance or hold an Access Card and meet specific requirements, are eligible. The Medical Assistance Transportation Program provides free transportation to medical appointments and any service Medical Assistance pays for including: therapies, tests, dental visits, trips to the pharmacy and trips to medical equipment suppliers.

The MATP Program is based primarily

Programs

on a reimbursement system.

You cannot use MATP:

- If you need emergency ambulance transportation.
- For non-medical trips such as for grocery shopping or for social activities.
- To get medical care that is *not covered* by Medical Assistance.

Various transportation options are available based on accessibility including: fixed route transportation, mileage reimbursement and door-to-door service.

The mode you use will be determined by **rabbitransit** staff based on your needs.

MATP Fixed Route Reimbursement is for passengers who live along an established bus route and are able to use the fixed route bus. Passengers pay up front to ride the fixed route bus and then are reimbursed at the York Transfer Center (up to 10 tickets) or they can mail in their reimbursement forms every month to **rabbitransit** for the full amount. Physician verification (signature) is required on the Fixed Route Reimbursement Form.

MATP Mileage Reimbursement is for passengers who have access to private vehicles (their own or another individual's) but cannot meet their own transportation needs via fixed route service. The rate of reimbursement will be determined by the Commonwealth of Pennsylvania, but will not be less than \$0.12 per mile. MATP will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid. There are certain circumstances for individual rides in

which there are limitations on the number of miles that can be reimbursed. Physician verification (signature) is required on the mileage reimbursement form.

MATP Door-to-Door is for passengers who do not live near a fixed route, do not have access to a vehicle or are unable, due to a mental or physical disability, to use our fixed route service.

MATP can provide or arrange transportation for you to any medical provider in your MCO region.

If passengers qualify for door-to-door service, the cost is subsidized by the Department of Human Services.

ADA Complementary Paratransit Program (ADA):

For individuals who, because of their disability, cannot use fixed route bus service if available in the county. ADA Complementary Paratransit works for any trip that originates and ends within $\frac{3}{4}$ mile (typically 7 city blocks) of a fixed route bus. This service operates during the same days and hours as fixed route service. It is typically door-to-door. This type of transportation can be used for any kind of trip; medical appointments, shopping, recreation, senior centers and more. The cost of a one-way paratransit fare for ADA Complementary Paratransit is typically twice the amount of the current fixed route bus fare. For ADA customers, if your application is not processed within 21 days of receipt, you will be given presumptive eligibility on the 22nd day until eligibility determination is made.

Programs *continued*

Individuals who are ADA eligible in another jurisdiction and are visiting the rabbittransit service area may use ADA Complementary Paratransit. If an individual has not been certified as eligible by another public entity but can claim that they are ADA paratransit eligible, they are entitled to “presumptive eligibility” and must be provided with 21 days of service. Individuals that are not certified by another transit agency will be expected to provide documentation from his/her place of residence explaining the nature of his/her disability. A Doctor’s verification and a physical assessment may be needed to determine the individual’s conditions specific to **rabbittransit**. The 21 days of service that a visitor receives must be calculated as any combination of 21 days during any 365 day period beginning with the visitor’s first use of the service. A visitor who has been granted complementary paratransit service in his/her home region, the conditions determined by the home transit agency will be followed.

How to Apply

- 1 To receive an application by mail, call 1-800-632-9063 or 717-846-7433. You can also email us at info@rabbittransit.org or download an application online at rabbittransit.org.
- 2 All applications should be mailed to 415 Zarfoss Drive, York, PA 17404.
- 3 To apply in person, stop by the Transfer Center at 213 W. King Street, York; our Adams County location at 257 North Fourth Street, Rear; Cumberland County location at 1601 Ritner Highway, Carlisle; Northumberland office at 61 Tyler Avenue, Elysburg; Columbia Montour Aging Office at 702 Sawmill Road, Bloomsburg; Franklin County location at 191 Franklin Farm Lane, Chambersburg; or **rabbittransit**’s headquarters at 415 Zarfoss Drive in York.
- 4 Proof of age is required to apply. The acceptable proofs of age include: Birth Certificate, Baptismal Certificate, Driver’s License, PACE Card, State ID, Armed Forces Discharge/ Separation Papers, Passport or Naturalization Papers, Veteran’s Universal Access ID Card, Statement of Age from the Social Security Administration, or Resident Alien Card.
- 5 For the Mental Health/Intellectual & Development Disabilities (MH/IDD) application process, please contact an MH/IDD case manager or **rabbittransit**.

For Cumberland County residents, CAT is the ADA Provider for Complementary Paratransit. Please call 1-800-303-1904.

Persons with Disabilities Program (PWD):

Individuals with a disability are eligible for this program if they need transportation in areas that are not serviced by the fixed route, are not eligible for any other funding sources and are between the ages of 18-64. This is a Shared Ride program that operates county-wide, outside the ADA area and even includes certain out-of-county trips. The cost of one-way fares for the Persons with Disabilities Program depends on the distance traveled.

Mental Health/Intellectual & Developmental Disabilities (MH/IDD):

Clients of supporting MH/IDD Programs are eligible for rides that are traveling to and from approved programs. Co-pay prices vary by county.

Reservation Process

What number do I call to make a reservation?

To schedule a reservation for transportation, call the **rabbittransit** Call Center at 1-800-632-9063. You must speak with a person; requests for trips left on the voicemail will not be accepted. We suggest avoiding Mondays from 7:00am – 9:00am, which is a peak call time. Only ADA trips can be left on voicemail.

When can I make a reservation?

All Paratransit trips require an advance reservation. All reservations must be made by 12:00 PM the business day before your appointment; however, you may request a reservation as far as two weeks before your appointment. Medical trips may be booked 6 months in advance. You must call with your request by 12:00pm on Friday for trips on Saturday, Sunday or Monday if weekend service is available.

Note: There is an exception for trips of the ADA Complementary Paratransit Program, which can be scheduled the day before your trip during regular business hours of 7:00am – 5:00pm, Monday – Friday and 7:45am - 3:00pm on Saturday.

The Call Center is open between 7:00am and 7:00pm, Monday through Friday, and between 7:45am and 3:00pm on Saturday.

Return Trips

Passengers cannot change location of return trips on the day of the trip.

What information do I need to schedule a trip?

- Your client ID number or name. If you are making a trip for someone else, please give his or her client ID or name.
- The appointment time. *Note: See Travel Guidelines about appointment times.*

- The exact address for the trip that you are requesting.
- The name of the doctor or facility for the trip that you are requesting.
- Any mobility device that you need.
- If you need a personal care assistant (previously referred to as an escort). *Must be pre-approved by **rabbittransit** during application process. Under the ADA Program, a companion may ride for the same fare as the rider utilizing the ADA Program.*
- Notes about special entrances to your building (i.e. Apartment located at back entrance, etc.).

Passengers are responsible for notifying **rabbittransit** of any address or phone number changes by 12:00 PM the business day before the trip.

The Central Pennsylvania Transportation Authority may make reasonable modifications to policies and programs to assist people with disabilities in achieving equal opportunity to enjoy all of its programs, services and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in the Central Pennsylvania Transportation Authority’s programs, services or activities is encouraged to contact mobility planning at 1-800-632-9063, or via mail at 415 Zarfoss Drive, York, PA 17404, or via email at mobilityplanning@rabbittransit.org as soon as possible – advanced notification is appreciated. Vehicle operators are also able to assist. Visit CPTA’s website for the Procedure on Reasonable Modification/ Accommodations.

Adams County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.

Places that are not listed may not have enough demand to provide for correct times.

Adams County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Abbottstown/ East Berlin New Oxford	Gettysburg/ Abbottstown/ East Berlin/ New Oxford	9:30AM thru 12:30PM.	10:30AM thru 2:00PM
Abbottstown/ East Berlin/ New Oxford	Hanover/ McSherrystown	9:30AM thru 1:30PM	10:30AM thru 2:30PM
Arendtsville/ Aspers/ Biglerville/ Gardners	Gettysburg/ Arendtsville/ Aspers/ Biglerville/ Gardners	10:00AM thru 12:30PM	11:00AM thru 2:00PM
Carroll Valley/ Fairfield/ Orrtanna	Gettysburg/ Carroll Valley/ Fairfield/ Orrtanna	9:30AM thru 12:30PM	10:30AM thru 2:00PM
Gettysburg	Abbottstown/ East Berlin/ New Oxford	7:00AM thru 12:30PM	9:30 AM thru 12:30PM
Gettysburg	Arendtsville/ Aspers/ Biglerville/ Gardners	6:30AM thru 9:30AM	11:00AM thru 2:00PM
Gettysburg	Carroll Valley/ Fairfield/ Orrtanna	6:30AM thru 12:30PM	2:00PM thru 4:30PM
Gettysburg	Gettysburg	7:00AM thru 5:00PM	8:00AM thru 6:00PM
Gettysburg	Hanover/ McSherrystown	10:00AM thru 12:30PM	11:00AM thru 3:00PM
Gettysburg	Littlestown	6:30AM thru 9:30AM	1:30PM thru 4:00PM
Gettysburg	York Springs	6:15AM thru 1:00PM	11:00AM thru 5:00PM

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Adams County Average Arrival & Return Times Cont.

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Hanover/ McSherrystown	Abbottstown/ East Berlin/ New Oxford	9:30AM thru 1:30PM	10:30AM thru 2:30PM
Hanover/ McSherrystown	Gettysburg	9:00AM thru 1:30PM	10:00AM thru 2:30PM
Hanover/ McSherrystown	Hanover/ McSherrystown	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Hanover/ McSherrystown	Littlestown	9:00AM thru 1:00PM	10:00AM thru 2:00PM
Hanover/ McSherrystown	York Springs	9:00AM thru 2:00PM	10:00AM thru 2:30PM
Littlestown	Gettysburg/ Littlestown	10:00AM thru 12:30PM	11:00AM thru 4:00PM
Littlestown	Hanover/ McSherrystown	10:00AM thru 1:00PM	11:00AM thru 2:00PM
New Oxford	Littlestown	9:00AM thru 1:00PM	10:00AM thru 2:00PM
York Springs	Gettysburg/ York Springs	10:00AM thru 12:30PM	11:00AM thru 2:00PM
York Springs	Hanover/ McSherrystown	10:30AM thru 1:00PM	11:00AM thru 2:00PM
Adams County	Lebanon VA Hospital	6:30AM & 9:30AM	12:30PM & 2:00PM
Adams County	Out of County	10:00AM thru 1:00PM	12:00PM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

Gather Your Group

Want to learn more about rabbittransit?

rabbittransit is available for outreach presentations to community groups who are interested in learning more about rabbittransit's services.

For more information, contact the Mobility Planning Office at 1-800-632-9063.



Columbia County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.

Places that are not listed may not have enough demand to provide for correct times.

Columbia County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Benton	Benton	9:00AM	12:30PM
Benton	Bloomsburg	10:00AM thru 1:00PM	11:00AM thru 4:00PM
Benton	Danville	10:30AM & 12:30PM	11:00AM thru 4:00PM
Benton/ Orangeville	Berwick/ Bloomsburg	10:00AM & 1:00PM	11:00AM thru 4:00PM
Berwick/Lime Ridge	Bloomsburg	7:00AM thru 5:00PM	7:00AM thru 5:00PM
Berwick/ Nescopeck	Berwick	7:00AM thru 5:00PM	7:00AM thru 5:00PM
Berwick	Catawissa	8:00AM thru 4:00PM	8:00AM thru 4:00PM
Berwick	Danville	7:00AM thru 2:00PM	8:00AM thru 4:00PM
Bloomsburg	Benton	8:30AM & 12:30PM	9:30AM & 2:00PM
Bloomsburg	Berwick	7:00AM thru 5:00PM	7:00AM thru 5:00PM
Bloomsburg	Bloomsburg	7:00AM thru 5:00PM	7:00AM thru 5:00PM
Bloomsburg	Catawissa	8:00AM thru 3:00PM	8:00AM thru 3:00PM
Bloomsburg	Danville	7:00AM thru 2:00PM	8:00AM thru 4:00PM
Bloomsburg	Millville	8:30AM & 1:30PM	9:30AM & 2:30PM
Catawissa/ Numidia	Berwick	8:00AM thru 3:00PM	8:00AM thru 4:00PM
Catawissa/ Numidia	Bloomsburg/ Buckhorn	8:00AM thru 3:00PM	8:00AM thru 4:00PM
Catawissa	Catawissa	8:00AM thru 3:00PM	8:00AM thru 4:00PM
Catawissa/ Numidia	Danville	8:00AM thru 2:00PM	8:00AM thru 4:00PM
Millville	Berwick/ Bloomsburg	10:00AM & 1:00PM	11:00AM thru 4:00PM

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Columbia County Average Arrival & Return Times Cont.

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Millville	Danville	10:30AM & 12:30PM	11:00AM thru 4:00PM
Orangeville	Benton	9:30AM & 12:30PM	9:45AM & 2:00PM
Wilburton	Wilburton	10:00AM	2:00PM
Columbia County	Out of County	10:00AM	2:00PM
SATURDAY			
Berwick (proper)	Berwick (proper)	8:00AM thru 2:00PM	9:00AM thru 2:00PM
Bloomsburg (proper)	Bloomsburg (proper)	9:00AM thru 2:00PM	9:00AM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

Cumberland County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.
Places that are not listed may not have enough demand to provide for correct times.

Cumberland County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Camp Hill/Enola/Lemoyne/ Lower Allen/Mechanicsburg/ New Cumberland/ Shiremanstown/Wormleysburg	Camp Hill/Enola/Lemoyne/ Lower Allen/Mechanicsburg/ New Cumberland/ Shiremanstown/Wormleysburg	9:00AM thru 3:00PM	9:00AM thru 3:00PM
Camp Hill/Enola/Lemoyne/ Lower Allen/Mechanicsburg/ New Cumberland/ Shiremanstown/Wormleysburg	Carlisle	10:00AM thru 12:00PM	11:00AM thru 2:00PM
Camp Hill/Enola/Lemoyne/ Lower Allen/ Mechanicsburg/ New Cumberland/ Shiremanstown/Wormleysburg	Harrisburg	10:00AM thru 2:00PM	10:30AM thru 3:00PM
Camp Hill/Carlisle/Enola/ Mechanicsburg/Mount Holly/Boiling Springs/New Cumberland/Shiremanstown/ Wormleysburg	Dillsburg	10:30AM thru 1:30PM	11:00AM thru 2:30PM
Camp Hill/Carlisle/Enola/ Lemoyne/Lower Allen/ Mechanicsburg/Mount Holly/Boiling Springs/New Cumberland/Shiremanstown/ Wormleysburg	Hershey	10:00AM. thru 1:00PM	12:00PM thru 2:00PM
Carlisle Borough	Carlisle Borough	8:00AM thru 4:00PM	9:00AM thru 4:00PM
Carlisle	Mount Holly/Boiling Springs	9:30AM thru 2PM	10:30AM thru 3:00PM
Carlisle	Shippensburg	9:00AM thru 12:00PM	10:30AM thru 1:00PM
Carlisle/Mount Holly/ Boiling Springs	Camp Hill/Enola/Lemoyne/ Lower Allen/New Cumberland/ Shiremanstown/Wormleysburg	9:30AM thru 2:00PM	10:30AM thru 3:00PM

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Cumberland County Average Arrival & Return Times Cont.

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Carlisle/Mount Holly/ Boiling Springs	Harrisburg	10:00AM thru 12:30PM	10:30AM thru 3:00PM
Carlisle/Mount Holly/ Boiling Springs	Mechanicsburg	9:00AM thru 2:00PM	10:30AM thru 3:00PM
Mount Holly/Boiling Springs	Carlisle	10:00AM thru 2:00PM	11:00AM thru 3:00PM
Newburg/Newville/ Shippensburg	Camp Hill/Enola/Lemoyne/ Lower Allen/Mechanicsburg/ New Cumberland/ Shiremanstown/Wormleysburg	9:30AM thru 12:30PM	10:30AM thru 1:00PM
Newburg/Newville/ Shippensburg	Carlisle	8:00AM thru 1:15PM	10:30AM thru 2:15PM
Newburg/Newville/ Shippensburg	Chambersburg	10:00AM thru 1:30PM	11:00AM thru 2:30PM
Newburg/Newville/ Shippensburg	Harrisburg	10:00AM	12:30AM
Newburg/Newville/ Shippensburg	Hershey	10:00AM	12:30PM
Newburg/Newville/ Shippensburg	Mechanicsburg	9:00AM thru 12:30PM	10:30AM thru 2:00PM
Plainfield	Carlisle	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Newville Borough	Newville Borough	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Shippensburg Borough	Shippensburg Borough	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Cumberland County	Out of County (Not listed above)	10:00AM thru 1:00PM	10:30AM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation.
Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

Franklin County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.
Places that are not listed may not have enough demand to provide for correct times.

Franklin County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Blue Ridge Summit	Waynesboro	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Chambersburg	Chambersburg	8:00AM thru 2:00PM	9:30AM thru 4:00PM
Chambersburg	Greencastle	9:00AM & 10:30AM & 12:00PM & 1:30PM	10:15AM & 11:30AM & 1:00PM & 3:00PM
Chambersburg	Mercersburg	9:00AM & 10:30AM & 12:00PM & 1:30PM	10:15AM & 11:30AM & 1:00PM & 3:00PM
Chambersburg	Shippensburg	9:30AM thru 2:00PM	10:30AM thru 2:30PM
Chambersburg	Waynesboro	9:00AM & 10:30AM & 12:00PM & 1:30PM	10:15AM & 11:30AM & 1:00PM & 3:00PM
Concord	Chambersburg	9:30AM & 12:00PM	11:00AM & 2:00PM
Doylesburg	Chambersburg	9:30AM & 12:00PM	11:00AM & 2:00PM
Dry Run	Chambersburg	9:30AM & 12:00PM	11:00AM & 2:00PM
Fannettsburg			
Fayetteville/ Greencastle/ Mercersburg/ Mont Alto/Quincy/ St. Thomas/ Shippensburg	Chambersburg	9:30AM thru 2:00PM	10:00AM thru 3:00PM
Fayetteville (South Mountain)	Chambersburg	9:30AM & 12:00PM	1:00AM & 3:00PM
Fayetteville (South Mountain)	Waynesboro	9:30AM & 12:00PM	1:00PM & 3:00PM
Fort Loudon	Chambersburg	9:30AM & 11:00AM & 1:00PM	10:00AM & 11:30AM & 3:00PM
Fort Loudon	Mercersburg	9:30 AM & 12:00PM	1:00PM & 3:00PM
Greencastle	Greencastle	8:15AM thru 2:00PM	10:00AM thru 3:00PM
Greencastle	Waynesboro	9:30AM & 11:30AM & 1:30PM	10:15AM & 12:15PM & 3:00PM

Franklin County Average Arrival & Return Times Cont.

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Mercersburg	Greencastle	9:30AM & 11:15AM & 1:30PM	10:00AM & 12:30PM & 3:00PM
Mont Alto	Waynesboro	9:30AM & 12:00PM	1:00PM & 3:00PM
Pen Mar	Waynesboro	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Rouzerville	Waynesboro	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Shippensburg	Shippensburg	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Spring Run	Chambersburg	9:30AM	12:30PM & 2:00PM
St Thomas	Greencastle	9:30AM & 1:15PM	10:00AM & 3:00PM
Waynesboro	Chambersburg	9:30AM & 11:15AM & 1:30PM	10:00AM & 11:30AM & 3:00PM
Waynesboro	Greencastle	9:30AM & 11:30PM & 1:30PM	10:15AM & 12:15PM & 3:00PM
Waynesboro	Mercersburg	9:30AM thru 12:00PM	1:00PM thru 3:00PM
Waynesboro	Waynesboro	9:00AM thru 2:00PM	9:30AM thru 3:00PM
Willow Hill	Chambersburg	9:30AM	12:30PM & 2:00PM.
Chambersburg Borough	Chambersburg Borough	7:00AM thru 2:00PM	9:30AM thru 4:30PM
Franklin County	Adams County	10:00AM thru 12:30PM	10:00AM thru 2:00PM
Franklin County	Cumberland County	9:30AM thru 12:30PM	10:00AM thru 2:00PM
Franklin County	Out of County (Not listed above)	10:00AM	12:30PM

Montour County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Danville (proper)	Danville (proper)	8:00AM thru 3:00PM	9:00AM thru 3:30PM
Montour	Montour	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Montour	Out of County	10:00AM thru 2:00PM	10:00AM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

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Northumberland County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.
Places that are not listed may not have enough demand to provide for correct times.

Northumberland County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Dalmatia/Herndon/Dornsife	Dalmatia/Herndon/Dornsife	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Dalmatia/Herndon/Dornsife	Danville (AKA Mechanicsville)	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Dalmatia/Herndon/Dornsife	Shamokin/Coal Township (AKA Ferndale, Marshallton, Fairview)	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Dalmatia/Herndon/Dornsife	Sunbury/Northumberland	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Milton	Watsonstown	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Mt Carmel/Kulpmont	Mt Carmel/Kulpmont	8:00AM thru 2:00PM	9:00AM thru 3:00PM
Mt Carmel	Shamokin	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Northumberland/Sunbury	Danville (AKA Mechanicsville)	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Northumberland/Sunbury	Selinsgrove	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Shamokin	Kulpont	9:00AM thru 3:00PM	9:00AM thru 3:00PM

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Northumberland County Average Arrival & Return Times Cont.

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Shamokin/Ranshaw/Coal Township (AKA Ferndale, Marshallton, Fairview)	Shamokin/Coal Township (AKA Ferndale, Marshallton, Fairview)	8:00AM thru 2:00PM	9:00AM thru 3:00PM
Shamokin/Ranshaw/Coal Township/Mt Carmel/Kulpmont	Danville (AKA Mechanicsville)	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Shamokin/Coal Township/Mt Carmel/Kulpmont	Elysburg	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Shamokin/Coal Township/Mt Carmel/Kulpmont/Elysburg	Selinsgrove/Shamokin Dam	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Shamokin/Coal Township/Mt Carmel/Kulpmont/Elysburg	Sunbury/ Northumberland	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Sunbury/Northumberland	Sunbury/Northumberland	8:00AM thru 2:00PM	9:00AM thru 3:00PM
Trevorton	Shamokin	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Upper Northumberland County (Milton/Watsonstown/McEwensville)	Lower Northumberland County (Shamokin/Mount Carmel/Kulpmont/Trevorton/Dalmatia/Dornsife/Herndon)	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Watsonstown (AKA Dewart)/ Milton	Danville (AKA Mechanicsville)	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Watsonstown/Milton	Sunbury/Northumberland/Selinsgrove	9:00AM thru 1:00PM	10:00AM thru 2:00PM
Northumberland County	Out of County	Limited (10:00AM thru 1:00PM)	Limited (11:00AM thru 2:00PM)
SATURDAY SERVICE			
Shamokin (Coal Township)	Shamokin (Coal Township)	9:00AM thru 2:00PM	9:00AM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation.
Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

Perry County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.
Places that are not listed may not have enough demand to provide for correct times.

Perry County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Perry County	Chambersburg	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Perry County	Cumberland County	9:30AM thru 2:00PM	10:00AM thru 3:00PM
Perry County	Danville	Tues + Thurs 10:00AM thru 1:00PM	Tues + Thurs 11:00AM thru 2:00PM
Perry County	Harrisburg Metro Area	9:30AM thru 2:00PM	10:00AM thru 3:00PM
Perry County	Hershey	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Perry County	Lebanon – via DAV	8:00AM thru 12:00PM	9:00AM thru 2:00PM
Perry County	Lewistown	Tues + Thurs 10:00AM thru 1:00PM	Tues + Thurs 11:00AM thru 2:00PM
Perry County	Mifflintown	Tues + Thurs 10:00AM thru 1:00PM	Tues + Thurs 11:00AM thru 2:00PM
Perry County	Perry County	8:30AM thru 2:00PM	9:00AM thru 3:00PM
Perry County	Selinsgrove	Tues + Thurs 10:00AM	Tues + Thurs 2:00PM
Perry County	Shamokin Dam	Tues + Thurs 10:00AM	Tues +Thurs 2:00PM
Perry County	Sunbury	Tues + Thurs 10:00AM	Tues +Thurs 2:00PM
Perry County	Out of County (Not listed above)	Tues + Thurs 10:00AM thru 2:00PM	Tues + Thurs 11:00AM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation.
Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

Union/Snyder County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.
Places that are not listed may not have enough demand to provide for correct times.

Union/Snyder County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
All points in Union/Snyder Counties	All points Union/Snyder Counties	8:00AM thru 3:00PM	9:00AM thru 4:00PM
All points in Union/Snyder Counties	Sunbury/Northumberland	8:00AM thru 3:00PM	9:00AM thru 4:00PM
Union/Snyder Counties	Danville	8:30AM thru 3:00PM	9:30AM thru 4:00PM
Union/Snyder Counties	Camp Hill/Harrisburg/Hershey Area/Lebanon (Tues only, Medical only)	8:30AM	2:00PM
Union/Snyder Counties	Lewistown Area (Mon, Wed and Fri only)	8:30AM thru 1:00PM	9:30AM thru 2:00PM
Union/Snyder Counties	Muncy	8:30AM thru 2:00PM	9:30AM thru 3:00PM
Union/Snyder Counties	Williamsport Area	8:30AM thru 2:00PM	9:30AM thru 3:00PM
Union/Snyder Counties	Points not listed above	8:30AM thru 3:00PM	9:00AM thru 4:00PM

Visit the website www.rabbittransit.org for the most current information.

Guidelines may change. Please confirm at the time of your trip reservation.
Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

York County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly suggest that times fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be denied. If this is for a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guidelines.

Is your origin/destination or time missing? Ask Customer Service.
Places that are not listed may not have enough demand to provide for correct times.

York County Average Arrival & Return Times

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Dillsburg	Dillsburg	9:00AM thru 1:00PM	12:00PM thru 4:00PM
Dillsburg	York	11:00AM	1:30PM
Dover	Dover	8:30AM thru 12:00PM	11:00AM thru 2:00PM
Dover	York	9:00AM thru 1:30PM	11:00AM thru 3:30PM
Fawn Grove/ Delta/Airville/ Brogue	York	9:00AM & 2:30PM	10:00AM thru 3:30PM
Glen Rock	Hanover	10:00AM thru 1:00PM	11:00AM thru 2:00PM
Glen Rock/ Stewartstown/ Shrewsbury/New Freedom	Glen Rock/ Stewartstown/ Shrewsbury/ New Freedom	9:30AM thru 2:00PM	10:30AM thru 3:00PM
Glen Rock/ Stewartstown/ Shrewsbury/New Freedom	York	10:30AM thru 2:30PM	11:30AM thru 3:30PM
Hanover	Hanover	9:00AM thru 2:00PM	10:00AM thru 3:00PM
Hanover	York	9:00AM thru 1:00PM	10:00AM thru 2:00PM
Hellam/ Wrightsville/ Craley	York	10:30AM thru 2:30PM	12:30PM & 3:00PM
Jacobus/ Loganville	York	10:30AM thru 2:30PM	11:30AM thru 3:30PM
Lewisberry	Lewisberry	10:00AM thru 1:30PM	1:30PM thru 3:30PM
Lewisberry	York	10:30AM	12:30PM & 3:30PM
Manchester	York	10:30AM thru 2:30PM	11:00AM thru 3:30PM
New Cumberland/ Etters	York	10:30AM	1:30PM & 3:30PM
Red Lion/Windsor/ Dallastown/Yoe	Red Lion/ Windsor/ Dallastown/Yoe	9:30AM thru 2:30PM	10:30AM thru 3:30PM

York County Average Arrival & Return Times Cont.

MONDAY – FRIDAY			
Origin	Destination	Average Destination Arrival Time	Average Origin Return Time
Red Lion/ Windsor/ Dallastown/Yoe	York	10:30AM thru 2:30PM	11:00AM thru 3:30PM
Shrewsbury	York	10:30AM thru 2:30PM	11:00AM thru 3:30PM
Spring Grove/ Thomasville	Hanover	10:30AM thru 2:30PM	11:00AM thru 3:30PM
Spring Grove/ Thomasville/ Seven Valleys	York	10:00AM thru 2:30PM	11:00AM thru 3:30PM
York	Dover	9:00AM thru 1:00PM	10:00AM & 2:00PM
York	Fawn Grove/ Delta	10:00AM	11:00AM & 1:30PM
York	Glen Rock/ Stewartstown/ Shrewsbury/ New Freedom	10:00AM	1:30PM & 3:00PM
York	Hellam/ Wrightsville	10:00AM	12:00PM & 1:30PM
York	Jacobus	10:00AM	1:30PM & 3:00PM
York	Lewisberry	10:00AM	1:00PM & 3:00PM
York	New Cumberland	10:00AM	12:00PM & 2:00PM
York	Red Lion/ Windsor	9:30AM	1:30PM & 4:00PM
York	Spring Grove/ Thomasville	10:00AM	12:00PM & 1:30PM
York	York	7:00AM thru 6:00PM	7:00AM thru 6:30PM
York	York Haven/ Manchester	10:00AM	12:00PM & 2:30PM
York Haven/ Mt. Wolf	York	10:30AM	12:30PM & 3:30PM
York Haven/ Manchester/ Mt. Wolf	York Haven/ Manchester/ Mt. Wolf	9:30AM & 1:30PM	1:30PM & 4:30PM
York County	Lebanon VA Hospital	6:30AM & 9:30AM	12:30PM & 2:00PM
York County	Out of County	10:00AM thru 1:00PM	12:00PM thru 2:00PM

Guidelines may change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

If you are using Shared Ride for work, volunteering or have recurring medical trip(s) that are at the same time and day(s) every week (i.e. dialysis, chemotherapy, methadone treatment etc.), there may be additional times outside of the suggested Travel Guidelines that are available to you. Please call 1-800-632-9063.

MANAGE YOUR TRIPS ONLINE WITH



FINDMyRide_{PA}

It's easier than ever to book your shared ride online through FindMyRidePA.com. Follow these 3 steps:

1. Visit FindMyRidePA.com on your computer, tablet, or smartphone.
2. Enter your Paratransit/Shared Ride ID number.
3. Start making your own trip reservations!

For assistance, call 1-844-PA4-RIDE.



Schedule a trip online by noon one business day before your trip.



Find out the estimated time of your bus arrival.



See and edit planned trips.



Cancel a reservation up to one hour before scheduled departure.

How Much Will I Pay?

Different programs have different co-pays. Co-pays vary because each passenger uses different ways to finance their trip(s). Please see Fare Charts for more information on financing and trip reason or purpose. A [rabbittransit](#) Call Center representative will confirm the cost of your co-pay for the specific trip you are booking at the time of reservation.

County Area Agencies on Aging may sponsor those who are 60-64 or age 65+. Many trips are sponsored to further reduce the cost to the passenger.

Adams County Fares *(Prices reflect one-way trips)*

Paratransit Cash Fare Type	Zone 1 <i>(up to 10.99 Miles)</i>	Zone 2 <i>(11-20.99 Miles)</i>	Zone 3 <i>(21-30.99 Miles)</i>	Zone 4 <i>(31+Miles)</i>
Senior Shared Ride: 65+ <i>(Medical, Pharmacy, Dialysis, Housing, Banking, Senior Centers, Adult Day Care, Grocery Shopping, Laundry, Library, Post Office, Fitness/PT[†])</i>	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65+ <i>(Any other trip purpose not mentioned)</i>	\$2.35	\$3.30	\$4.60	\$6.65
Senior Shared Ride: 60-64 <i>(Senior Centers, Adult Day Care, Dialysis, Fitness/PT[†])</i>	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 60-64 <i>(Any other trip purpose not mentioned)</i>	\$15.65	\$22.00	\$30.50	\$44.25
Persons with Disabilities (PWD)	\$2.35	\$3.30	\$4.60	\$6.65
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$3.00	\$3.00	\$3.00	\$3.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$15.65	\$22.00	\$30.50	\$44.25
ADA Complementary Paratransit (ADA)*	\$2.00*	---	---	---

***ADA Fares based on Fixed Route Zones.** ADA Complementary Paratransit works for any trip that originates and ends within 3/4 mile (typically 7 city blocks) of a fixed route bus.

[†]Limited to 16 boardings per month for Fitness/PT.

How Much Will I Pay?

Columbia County Fares (Prices reflect one-way trips)

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+Miles)
Senior Shared Ride: 65+ (Any other trip purpose not mentioned)	\$2.10	\$3.35	\$5.40	\$6.75
Senior Shared Ride: 60+* (Medical, Dialysis, Senior Center, Adult Day Care)	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 60+* Necessity Trips: 4 Boardings per month (Banking, Grocery, Social Service, Food Bank, Pharmacy)	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 60-64 (Any other trip purpose not mentioned)	\$14.00	\$22.25	\$35.75	\$45.00
Persons with Disabilities (PWD)	\$2.10	\$3.35	\$5.40	\$6.75
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$14.00	\$22.25	\$35.75	\$45.00

Fares may change. Please confirm at the time of your trip reservation.

*Residents 60-64 – Applicable only for travel within Columbia and/or Montour counties.

For travel outside these counties, see General Public (Full Fare).

SENIORS RIDE FREE ON FIXED ROUTE!

It's easy. If you are over the age of 65...
Apply now for your **FREE bus pass!**

Applies to counties where fixed route bus service is available in the area.



Ride the Bus!

- Complete Application
- Mail with Photocopy of Proof of Age
- Bus Pass Mailed to You
- Traveling Training Available
- Not eligible to be used on Shared Ride/Paratransit service

1-800-632-9063

rabbittransit.org



Cumberland County Fares (Zones 1-4)

(Prices reflect one-way trips)

Paratransit Cash Fare Type	Zone 1 (0-1.99 Miles)	Zone 2 (2-4.99 Miles)	Zone 3 (5-9.99 Miles)	Zone 4 (10-14.99 Miles)
Senior Shared Ride: 65+ (Any other trip purpose not mentioned)	\$1.90	\$2.20	\$2.40	\$3.00
Senior Shared Ride: 60+ (Medical, Pharmacy, Dialysis, Housing, Banking, Senior Centers, Adult Day Care, Grocery Shopping, Work, Social Services, Visit immediate family – spouse or children, Hospital/Nursing Home Admittance/Discharge, Laundry, Library, Post Office, Fitness/PT [†])	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 60-64 (Any other trip purpose not mentioned)	\$12.50	\$14.50	\$16.00	\$20.00
Persons with Disabilities (PWD)	\$1.90	\$2.20	\$2.40	\$3.00
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$0.00	\$0.00	\$0.00	\$0.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$12.50	\$14.50	\$16.00	\$20.00
ADA Complementary Paratransit (ADA)*	*	*	*	*

*ADA Fares based on Fixed Route Zones. ADA Complementary Paratransit works for any trip that originates and ends within 3/4 mile (typically 7 city blocks) of a fixed route bus. Contact Capital Area Transit (CAT) for ADA fare details at www.cattransit.com or 717-238-8304.

[†]Limited to 16 boardings per month for Fitness/PT.

How Much Will I Pay?

Cumberland County Fares (Zones 5-8)

(Prices reflect one-way trips)

Paratransit Cash Fare Type	Zone 5 (15-19.99 Miles)	Zone 6 (20-24.99 Miles)	Zone 7 (25-29.99 Miles)	Zone 8 (30+ Miles)
Senior Shared Ride: 65+ (Any other trip purpose not mentioned)	\$3.60	\$4.20	\$4.80	\$5.10
Senior Shared Ride: 60+ (Medical, Pharmacy, Dialysis, Housing, Banking, Senior Centers, Adult Day Care, Grocery Shopping, Work, Social Services, Visit immediate family – spouse or children, Hospital/Nursing Home Admittance/Discharge, Laundry, Library, Post Office, Fitness/PT [†])	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 60-64 (Any other trip purpose not mentioned)	\$24.00	\$28.00	\$32.00	\$34.00
Persons with Disabilities (PWD)	\$3.60	\$4.20	\$4.80	\$5.10
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$0.00	\$0.00	\$0.00	\$0.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$24.00	\$28.00	\$32.00	\$34.00
ADA Complementary Paratransit (ADA)*	*	*	*	*

***ADA Fares based on Fixed Route Zones.** ADA Complementary Paratransit works for any trip that originates and ends within 3/4 mile (typically 7 city blocks) of a fixed route bus. Contact Capital Area Transit (CAT) for ADA fare details at www.cattransit.com or 717-238-8304.

[†]Limited to 16 boardings per month for Fitness/PT.

Franklin County Fares (Prices reflect one-way trips)

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11- 20.99 Miles)	Zone 3 (21- 30.99 Miles)	Zone 4 (31+ Miles)
Senior Shared Ride: 65+ (Any other trip purpose not mentioned)	\$2.35	\$3.30	\$4.60	\$6.65
Senior Shared Ride: 60+ (Grocery, Senior Center, Bank, Adult Day Care, Medical, Pharmacy, Dialysis, Social Services, Fitness/PT, Visit, Work)	\$1.50	\$1.50	\$1.50	\$1.50
Senior Shared Ride: 60-64 (Shopping, Restaurant, Beauty Salon)	\$15.65	\$22.00	\$30.50	\$44.25
Persons with Disabilities (PWD)	\$2.35	\$3.30	\$4.60	\$6.65
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$15.65	\$22.00	\$30.50	\$44.25

Montour County Fares (Prices reflect one-way trips)

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11- 20.99 Miles)	Zone 3 (21- 30.99 Miles)	Zone 4 (31+ Miles)
Senior Shared Ride: 65+ (Any other trip purpose not mentioned)	\$1.95	\$2.40	\$4.05	\$5.70
Senior Shared Ride: 60+* (Medical, Dialysis, Senior Center, Adult Day Care)	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 60+* Necessity Trips: 4 Boardings per month (Banking, Grocery, Social Service, Food Bank, Pharmacy)	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 60-64 (Any other trip purpose not mentioned)	\$13.00	\$16.00	\$27.00	\$38.00
Persons with Disabilities (PWD)	\$1.95	\$2.40	\$4.05	\$5.70
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$13.00	\$16.00	\$27.00	\$38.00

Fares may change. Please confirm at the time of your trip reservation.

*Residents 60-64 – Applicable only for travel within Columbia and/or Montour counties. For travel outside these counties, see General Public (Full Fare).

How Much Will I Pay?

Northumberland County Fares *(Prices reflect one-way trips)*

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+Miles)
Senior Shared Ride: 65+ <i>(Senior Centers, Senior Center Group Trips, Adult Day Care)</i>	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65+ <i>(Medical, Pharmacy and Dialysis)</i>	\$1.00	\$1.00	\$1.00	\$1.00
Senior Shared Ride: 65+ <i>(Any other trip purpose not mentioned)</i>	\$2.10	\$3.35	\$5.40	\$6.75
Senior Shared Ride: 60 - 64 Adult Daycare	\$0.00	\$0.00	\$0.00	\$0.00
Persons with Disabilities (PWD)	\$2.10	\$3.35	\$5.40	\$6.75
County Mental Health/Intellectual & Developmental Disabilities (MH/IDD) (Non-Sponsored Rates)	\$2.10	\$1.00	\$1.00	\$1.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$14.00	\$22.25	\$35.75	\$45.00

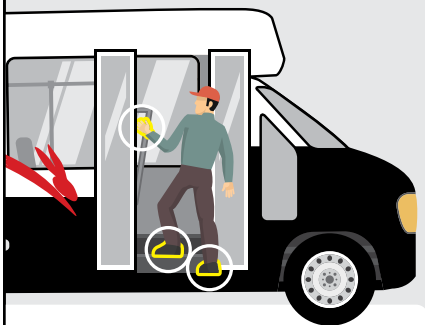
Fares may change. Please confirm at the time of your trip reservation.

Avoid Falling on the Bus!

3 Points of Contact at All Times

- **One Hand and Two Feet**
OR
- **Two Hands and One Foot**

If you carry something, hold it in one hand to keep the other hand free for a point of contact.



Perry County Fares *(Prices reflect one-way trips)*

Program	Zone 1 (0-4.99)	Zone 2 (5-9.99)	Zone 3 (10-14.99)	Zone 4 (15-19.99)	Zone 5 (20-24.99)	Zone 6 (25-29.99)	Zone 7 (30-39.99)	Zone 8 (40+)
Senior Shared Ride: 65+ <i>(Medical, Bank, Grocery, Senior Center, Pharmacy, Social Service, Visit, Adult Day Care)</i>	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 65+ <i>(Any other trip purpose not mentioned)</i>	\$2.25	\$3.00	\$3.75	\$4.50	\$5.25	\$6.30	\$8.25	\$9.75
Senior Shared Ride: 60-64 <i>(Medical, Pharmacy Trips, Dialysis, Senior Center)</i>	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75
Persons with Disabilities (PWD)	\$2.25	\$3.00	\$3.75	\$4.50	\$5.25	\$6.30	\$8.25	\$9.75
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$15.00	\$20.00	\$25.00	\$30.00	\$35.00	\$42.00	\$55.00	\$65.00

Fares may change. Please confirm at the time of your trip reservation.



Union/Snyder County Fares *(Prices reflect one-way trips)*

Paratransit Cash Fare Type	Zone 1 <i>(up to 4.99 Miles)</i>	Zone 2 <i>(5-9.99 Miles)</i>	Zone 3 <i>(10-14.99 Miles)</i>	Zone 4 <i>(15 to 24.99 Miles)</i>	Zone 5 <i>(25 to 34.99 Miles)</i>	Zone 6 <i>(35+ Miles)</i>
Senior Shared Ride: 65+ <i>(Medical, Pharmacy and Dialysis)</i>	\$1.40	\$2.00	\$2.50	\$3.00	\$4.00	\$5.00
Senior Shared Ride: 65+ <i>(Senior Center)</i>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
Senior Shared Ride: 65+ <i>(Any other trip purpose not mentioned)</i>	\$2.10	\$3.00	\$3.75	\$4.50	\$6.00	\$7.50
Persons with Disabilities (PWD)	\$2.10	\$3.00	\$3.75	\$4.50	\$6.00	\$7.50
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$14.00	\$20.00	\$25.00	\$30.00	\$40.00	\$50.00

Fares may change. Please confirm at the time of your trip reservation.

York County Fares *(Prices reflect one-way trips)*

Paratransit Cash Fare Type	Zone 1 <i>(up to 10.99 Miles)</i>	Zone 2 <i>(11-20.99 Miles)</i>	Zone 3 <i>(21-30.99 Miles)</i>	Zone 4 <i>(31+Miles)</i>
Senior Shared Ride: 65+ <i>(Senior Center & Adult Day Care)</i>	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65+ <i>(Medical, Pharmacy, or Dialysis, Fitness/PT[†])</i>	\$1.50	\$3.00	\$3.50	\$4.50
Senior Shared Ride: 65+ <i>(Any other trip purpose not mentioned)</i>	\$2.35	\$3.30	\$4.60	\$6.65
Senior Shared Ride: 60-64 <i>(MA eligible and going to Senior Center or Adult Day Care)</i>	\$1.50	\$6.50	\$7.00	\$8.25
Senior Shared Ride: 60-64 <i>(Any other trip purpose not mentioned)</i>	\$15.65	\$22.00	\$30.50	\$44.25
Persons with Disabilities (PWD)	\$2.35	\$3.30	\$4.60	\$6.65
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$3.00	\$3.00	\$3.00	\$3.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$15.65	\$22.00	\$30.50	\$44.25
ADA Complementary Paratransit (ADA)*	\$3.20*	---	---	---

***ADA Fares based on Fixed Route Zones.** ADA Complementary Paratransit works for any trip that originates and ends within 3/4 mile (typically 7 city blocks) of a fixed route bus. A one-way paratransit fare for ADA Complementary Paratransit is typically twice the amount of the current bus fare for fixed route.

[†]Limited to 16 boardings per month for Fitness/PT.

Fares may change. Please confirm at the time of your trip reservation.

Winter Weather Information

During severe winter weather, stay connected to get service interruption information for all services including: York Fixed Route, Adams Fixed Route-Freedom Transit, **rabbitEXPRESS**, and Shared Ride/Paratransit Service for Adams, Cumberland, Columbia, Franklin, Montour,

Northumberland, Perry, Snyder, Union and York Counties. Watch the website homepage for Rider Alert information, sign up for Rider Alerts, follow **@rabbitALERTS** on Twitter, check out our updates on Facebook, find the York Fixed Route Snow Route Information on our website www.rabbittransit.org and tune into local News including: WGAL 8 and WNEP 16.

When to be Ready

For both your and **rabbittransit's** benefit, there is a 30-minute pick-up window. The pick-up window begins 15 minutes before your scheduled time and ends 15 minutes after your scheduled time. (Example: if your pick up time is 9:00 AM; your window is 8:45 AM to 9:15 AM). We ask that you please be ready and watch for your vehicle at the agreed pick-up location during this transportation window.

As our service area continues to grow, there is increased congestion, traffic and construction. There are also passengers

that require more time to board. This window of time allows us to be flexible with the schedules if necessary.

To assist all passengers to get to their appointments on time, we ask that passengers be ready to board the vehicle when **rabbittransit** arrives. **rabbittransit** does not normally assist passengers up/down steps besides boarding and exiting the bus, but will do so upon request.

Once vehicles arrive within the pick-up window at the scheduled location, **drivers will only wait 5 minutes until they leave.**

Where to Stand

Paratransit is a door-to-door service, in which passengers are picked up at their boarding location and dropped off at their destination.

For Paratransit Service, passengers must be at the proper pick-up point during their transportation window. **rabbittransit** does not employ personal care attendants. If a rider needs help getting to and from a pick-up point, the rider must make the necessary arrangements for assistance.

Passengers must arrange for pick-up at a location that is safe for the vehicle and clear of any material that may get in the way of movement of a passenger or vehicle. **rabbittransit** buses will stop as

close as possible to the pick-up point. Passengers must have safe walkways and/or ramp systems to enable them to access a bus if they are utilizing the Paratransit Service. The Paratransit System is wheelchair accessible.

Drivers are not responsible for a passenger if no one is at home or at the end destination to receive them. **rabbittransit** will contact the associated funding agency or other human service agency to intervene.

Passengers will only be picked up and dropped off at their scheduled locations. Schedules cannot be changed after 12:00 PM the day before a pick up.

Fare/Co-Pay

Riders should have their fare or "co-pay" ready to give the driver upon boarding the vehicle. The co-pay or boarding fare can be paid with cash or in advance via electronic account. We ask that you please have the exact fare amount ready because our drivers do not provide change since their primary focus is passenger safety. Please know the amount of your co-pay when you are picked-up from home might be different from the amount of your co-pay from your last destination to your home. The co-pay is based on mileage from GPS mapping of the vehicle. The vehicle might take a slightly different

route due to one-way roads, guard rails, medians or other physical barriers that require different routing.

Paratransit transportation may be purchased in advance online or by mail. To purchase online, visit **rabbittransit.org** and click the "Shared Ride" tab. Enter the amount you would like to pre-pay and proceed to the checkout area from there. Refer to the Fare Charts on page 25 through 33 to identify which fare amount is needed. If purchasing by mail, please send a check and a completed order form to: **rabbittransit**, 415 Zarfoss Drive, York, PA 17404. Order forms can be mailed to you or found online.

Order of Drop-Off

The order of passenger pick-up and drop-off is not just based on geographical location. Each funding agency of the various Paratransit Programs has a different and specific set of regulations which **rabbittransit** must follow. These program regulations determine how the

service is provided and affects the order of passenger drop-off and pick-up. Multiple vehicles may be sent to one location. For example, multiple vehicles may be sent to a senior center to pick up different sets of people since the vehicles travel to different parts of the county.

Preparing for Long Ride Times

Utilizing Paratransit Service, a passenger's ride time will be longer than a trip in a personal vehicle since the ride is shared among several people. For instance, if it takes you one (1) hour to reach a doctor's office traveling directly there in a personal vehicle, it may take you 90 minutes to two (2) hours to reach the same doctor's office when utilizing Paratransit Service.

For ADA trips, the definition of an excessively long ride time is: a trip that exceeds 5 minutes over an equivalent fixed route travel time, including passenger travel time to and from origin, stop and destination. This 5-minute flex window is designed to be consistent with the fixed route window.

Due to the fact that ride times may be long, passengers should plan for their individual needs as necessary. This may include packing necessary supplies. Please note that **rabbittransit** is not able to make additional stops at restrooms and the vehicles do not have restrooms either.

If a passenger has oxygen or another medical aid, it must be in a pack or be able to be properly secured. At times, our vehicles are delayed due to traffic, auto accidents, or unusual circumstances. Passengers must have enough oxygen to last the duration of their trip.

Special Needs Customers

While drivers have received some training for individuals with special needs, please understand that they may not be aware of all the conditions of our passengers or special arrangements that must be made.

If a passenger cannot be left alone, it is the responsibility of the caregiver to make

the necessary arrangements to have a Personal Care Assistant (PCA) at the drop-off point when the driver gets there. It is the caregiver's responsibility to be available as soon as the bus arrives.

rabbittransit encourages passengers with special needs to utilize a PCA to make sure they have a successful trip.

Mobility Devices/Aids

All passengers who utilize wheelchairs must be properly secured before the bus begins moving. It is recommended that wheelchairs and scooters are backed onto the bus.

Service animals are permitted on all **rabbittransit** vehicles.

Bus Lift Limitations

The average Paratransit bus has a lift that can accommodate a total combined weight of up to 600 pounds, which includes both the mobility device and the customer. The average lift platform can accommodate wheelchair dimensions of 34" x 51". **rabbittransit** may or may not accommodate anything larger or heavier.

Driver Assistance

Passengers or a caregiver must be responsible for, and be able to handle, any such items as groceries, back packs, baggage, etc., that are brought onto the bus.

rabbittransit drivers will offer minimal assistance with packages, one trip of less than 20 lbs. Drivers will offer assistance with

the loading and unloading of personal shopping carts. Passengers may board with as many packages as they can carry in one boarding trip. All items must be kept out of the aisles and cannot be placed on seating areas.

rabbittransit drivers must be able to keep their bus in their view at all times, and cannot leave their passengers unattended. **rabbittransit** drivers are not permitted to enter homes to assist customers.

Seat Belts & Child Safety Seats

All passengers and PCAs are required to wear a seat belt if one is available.

On paratransit vehicles, customers must provide appropriate child safety seats according to Pennsylvania state law. We will not transport passengers on paratransit vehicles if appropriate child safety seats are not provided. Subcontractors may use school buses, which do not always accommodate child safety seats or contain seat belts, but these items are not required on school buses.

This information is subject to and contingent upon changes to Pennsylvania state law. **rabbittransit** requires passengers to follow Pennsylvania state law.

- Stay seated while the vehicle is in motion.
- Eating, drinking, and smoking on **rabbittransit** vehicles is not allowed.
- Please do not disturb or harass other passengers.
- Audio or video devices are allowed as long as headphones are used.
- Conversations on cellular devices should not distract the driver or other passengers.
- Please do not use foul language.

The service suspension/termination policy is available upon request.

Disruptive Behavior

rabbittransit may discontinue the service of any customer who puts the safe operation of the vehicle in danger, puts another passenger, themselves or the **rabbittransit** driver in danger.

Medical Appointments

Running Late? If you are not going to be ready from your medical appointment by the time your driver is expected to arrive to take you home, call us at 1-800-632-9063 to let us know. We

Subcontractors

rabbittransit utilizes subcontractors to provide transportation. This means a passenger may be picked up by different

Service Animals

Service animals are allowed on the bus.

Appeal Process

Anytime **rabbittransit** must suspend or cancel a customer's service, that customer has the right to appeal **rabbittransit's** decision. If a customer wants to appeal **rabbittransit's** decision to suspend or terminate service, there is a process that the customer and **rabbittransit** must follow. Details of the Appeal Process are available upon request by calling **rabbittransit** staff.

rabbittransit reserves the right to require a Personal Care Assistant (PCA). Arrangements must be made by the customer or their caretaker when necessary.

may be able to postpone your pick-up.

providers in different types of vehicles (i.e. taxi cab, mini-van, van, bus, etc...). Not all vehicles will include a **rabbittransit** logo or signage, but a transportation company name should appear on the vehicle.

Travel Training

Travel training is a free service designed to teach people how to use public transportation. **rabbittransit** offers travel training in which a passenger is paired up with a travel trainer to ride the bus with them. Hands-on travel training instruction includes the following:

- Getting on and off of the bus safely
- Paying the fare
- Using of the bus lift and/or kneeler to board vehicles with a mobility device
- Positioning of mobility devices on bus
- Traveling safely, independently, and confidently while riding the bus

Each passenger's needs and abilities are different so training techniques will vary with each individual. Contact **rabbittransit** at 1-800-632-9063 to request travel training and a travel trainer will determine your needs with you and help you determine your travel goals.

Need Supplies? Hop to Giant.

East York Giant Shuttle

Tuesdays, Thursdays and Saturdays.

Time	Location
9:45 AM	York Towne House – 200 N. Duke St.
9:50 AM	Delphia House – 350 E. Philadelphia St.
9:55 AM	White Rose Senior Center – 27 S. Broad St.
9:55 AM	Broad Park Manor – 133 S. Broad St.
10:00 AM	Broad Park Manor – 440 E. King St.
10:05 AM	Broad Park Manor – 449 E. King St.
10:10 AM	Hudson Park Apts – 401 Ridge Ave.
10:25 AM (arrival)	Giant - 2415 E. Market St.



West York Giant Shuttle

Mondays, Wednesdays and Fridays.

Time	Location
9:45 AM	Dutch Kitchen - 381 W. Market St.
9:50 AM	Shady Oak - 252 W. College Ave.
10:00 AM	Kingston House - 1243 W. King St.
10:05 AM	Carriage Works - 50 S. Highland Ave.
10:15 AM	Giant - 1255 Carlisle Rd.

Bus Departs Giant at 11:30 am for return trip.

- Personal shopping carts are permitted
- All vehicles are ADA accessible
- All vehicles have lifts for those needing assistance with stairs or carts

717-846-7433 | www.rabbittransit.org

You must call us if you will not be taking your trip. We require that passengers call at least one (1) hour before their scheduled pick-up time to cancel. Passengers must notify the **rabbittransit** Call Center at 1-800-632-9063 or 717-846-7433 to cancel any scheduled trips. Cancellations that are not made in a timely manner use up resources when vehicles are sent to a destination. In this end, this factors into the cost it takes to provide service and may, in time, raise fares.

Any cancellations not made within one (1) hour of the scheduled pick-up (24-hour notice is preferred) will result in a “no show.” See below No Show Policy section.

Outside of regular Call Center hours, cancellation messages may be left on the dispatch voicemail. You will automatically be connected to this voicemail after regular hours when calling 1-800-632-9063 or 717-846-7433. Be sure to give the name of the passenger who has the trip. Please note: If you have a trip that is scheduled to be delivered before 9:00 AM, you may leave a message to cancel your trip. If your trip is after 9:00 AM, you must call in to the Call Center, which opens at 7:00 AM

You may also cancel trips directly through the phone system when you receive your automated phone call the evening before the trip.

No Show Policy

rabbittransit's definition of a “no show” is any time a driver goes to pick up a customer and he or she decides not to use the service or is not at the pick-up site and has not called in to cancel his or her trip at least one (1) hour before the scheduled pick-up time. We understand emergencies do occur. Should you encounter an emergency or crisis situation that can be documented and it causes you to miss your transportation appointment, you should contact the Call Center as

soon as possible to alert them of your serious circumstances. Please forward the necessary documentation to **rabbittransit**. Taking these proper steps may prevent your trip from being recorded as a “no show” and deter from any possible service suspensions. The No Show Policy is available upon request by calling **rabbittransit** staff and/or by accessing **rabbittransit's** website at rabbittransit.org.

Return Trip Procedure

Except for ADA Complementary Paratransit riders, all passengers who “no show” a trip will be automatically cancelled for all other scheduled trips for the day. It is the responsibility of the passenger to call at least one (1) hour in advance of the scheduled return trip (or subsequent trip)

if the passenger still needs a ride. If the passenger contacts **rabbittransit** less than one hour before the scheduled return trip (or subsequent trip), the passenger may be required to pay full fare. ADA passengers will be required to call in to cancel all trips, failure to do so will result in an additional “no show.”

Other Transportation Services

MATP Urgent Care

There is a provision within the Medical Assistance Transportation Program (MATP) for transportation for urgent care. The definition of “urgent care” includes any illness that if left untreated could become a crisis or an emergency situation if not treated in a 24-hour period or discharge from a hospital.

If your transportation is subsidized by the MATP program and you need transportation for an urgent care matter, you should call

rabbittransit immediately. Urgent care requests can be made in two ways:

1. A direct request from a healthcare provider to the Mobility Planning Department, or
2. Self-referral. In the case of self-referral, **rabbittransit's** Mobility Planning staff will make the appropriate contacts necessary for approval.

*MATP urgent care requests can be made by contacting the **rabbittransit** Call Center at 1-800-632-9063, Monday through Friday.*

FIXED ROUTE PROGRAMS

Free Transit Cards: As part of the Pennsylvania Senior Citizens Free Ride Program, passengers 65 years of age or older can ride free on the **rabbittransit** fixed route bus system. To be eligible for the Free Fare Program, passengers must register with **rabbittransit** to get a Commonwealth of Pennsylvania ID Card. To receive the Free Fare ID Card, passengers must present approved proof of age to a **rabbittransit** office. An application will be completed and the ID card will be issued immediately. Photocopies of the appropriate proof of age may also be mailed with an application in order to receive the ID card.

The following are Pennsylvania's approved proof of age documents: Birth Certificate, Baptismal Certificate, Naturalization Papers, Passport, Statement from Social Security Administration, Armed Forces Discharge/Separation Papers, Pennsylvania Identification Card, Photo Motor Vehicle Operator's License, Resident Alien Card, Pace Card or Veteran's Universal Access Identification Card.

Half Fare Program: A Medicare card is sufficient proof for eligibility for the Federal Half Fare program. Passengers with a disability, as defined by the Americans with Disabilities Act, may be eligible for a Pennsylvania Reduced-Fare Transit Identification Card to ride regular fixed route buses for one-half the regular full fare. Passengers may bring their Medicare card to a **rabbittransit** office to receive their identification card. If you do not possess a Medicare card, you may request to have an application mailed to you. A doctor will need to sign the application to verify your disability. Once this is done, you may either mail the completed application to **rabbittransit** or return it in person and a Reduced-Fare Transit Identification Card will be issued to you. Passengers over 65 may also use their Medicare Card to ride for half fare, however **rabbittransit** encourages them to apply for the free fare card and ride for free.

The Half Fare Program applies to cash fares only and cannot be used in coordination with a pass purchase or for **rabbitEXPRESS**.

Non-discrimination of Services

The Central Pennsylvania Transportation Authority (dba **rabbittransit**) operates its programs without regard to race, color or national origin.

Title VI “Statement of Policy”

CPTA is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equal and accessible transportation services. CPTA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is CPTA's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of,



or be subjected to discrimination under its program of transit service delivery and related benefits.

For additional information about CPTA's Title VI obligations and the complaint procedure, call 717-849-0709.

Central Pennsylvania Transportation Authority Diversity Statement

The diversity of the people of this region has been the source of innovative ideas and creative accomplishments throughout the counties' history and will continue to provide inspiration into the future. Diversity refers to the variety of personal experiences, values, and worldviews that arise from differences of culture and circumstances. Our concept of diversity through inclusion embraces such

differences as race, ethnicity, gender, age, religion, language, abilities/disabilities, sexual orientation, socioeconomic status, geographic region and more.

In order for the Central Pennsylvania Transportation Authority to achieve its mission, it must try to serve the diversity among its passengers, stakeholders and employees.

Limited English Proficiency Policy Statement and Available Resources

CPTA provides several options to assist in communicating with individuals who do not speak English. CPTA contracts with Certified Languages International to provide translation services. Customers should identify their need upon calling CPTA and CPTA will conference call the interpreter. For individuals who are hearing

impaired, CPTA encourages customers to use the PA Relay Service. This service can be accessed by calling 711. The translation and interpretation services are free of charge. Smartphone apps are also recommended for translator resources.

Call Features

Shared Ride/ Paratransit Call Features:

rabbittransit utilizes an Interactive Voice Response (IVR) system for Shared Ride/ Paratransit passengers. This automated phone system is very similar to what medical providers have been using for the past several years.

For those who are signed up, riders receive an automated call on the evening before the trip to confirm the pick-up time, location and return time. For pick-up times, the system will provide a window of 30 minutes around your scheduled trip times (i.e. "You will be picked up between 3:45 PM – 4:15 PM for a scheduled 4:00 PM trip").

This FREE service allows riders to skip calling **rabbittransit** to receive pick-up times for a trip the next day. Make sure **rabbittransit** has your current accurate phone number when booking your trip request.

What does the IVR automated phone system say?

- The system will confirm the pick-up times and locations for your trips.
- Be sure to say "Hello" clearly when answering the phone because this is the trigger for the start of the message.
- For pick-up times, the system will provide a window of 30 minutes around your scheduled trip times. (i.e. "You will be picked up between 3:45 PM – 4:15 PM for a scheduled 4:00 PM trip")

- Please note, some destinations may be pronounced differently.

What else can the IVR automated phone system do?

- Call you just before your vehicle arrives – Known as the Imminent Arrival Feature, the system sends a call shortly before your vehicle arrives. This is most helpful for those carrying cell phones with them who have that cell phone number listed as the primary number on file.
- Cancel your trip – The system will allow you to cancel your trip (press #2). If the message goes to an answering machine/voicemail, you will be told to contact **rabbittransit** to make any changes.
- Offer a Callback Feature – Instead of waiting on hold, the system allows you to have a customer service agent call you back by telling you to enter your phone number. Please be sure to enter your full 10-digit phone number including area code.

If you are signed up for the automated phone system and for some reason do not receive a call before 6:30 PM the night before, call the **rabbittransit** Call Center before 7:00 PM at 1-800-632-9063.

Questions? Speak with a customer service representative for more information on this easy-to-use, FREE service from **rabbittransit**.

Groups

There are occasions in which passengers wish to travel in a group from a specific location to a shared destination. It is important to note the guidelines for "group" trips.

Qualified agencies, as defined by federal regulations (i.e. Senior Centers) must send their list of riders attending a "group" trip to **rabbittransit** at least three days before the trip. No changes can be made after 12:00 PM the business day before the trip. When a qualified agency requests to book a "group" trip, the request must be made in writing electronically. It can be emailed to scheduling@rabbittransit.org.

Non-agency groups must follow standard Shared Ride Protocol, have each rider call their trip in individually to the Call Center no more than two (2) weeks before the date of the trip, but no later than 12:00 PM the business day before the trip.

This is a "Shared Ride" program so if someone else outside of the "group" calls in and requests to go in the same direction, we will place additional passengers on the "group" vehicle if there is room.

There may be a minimum requirement for the number of participants for a "group" trip. Contact **rabbittransit** for your individual group questions.

Why Carry Cash? Add to your Electronic Account



Easily add money to your electronic account by purchasing paratransit/shared ride transportation online!

Visit rabbittransit.org and click the Shared Ride tab for Paratransit Ticket information.



415 Zarfoss Drive
York, PA 17404



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1-800-632-9063
rabbittransit.org

October 2019

Schedules and programs may be subject to change.

Visit www.rabbittransit.org for the most current information.