



Rider FACT Sheet

Bike Storage

There is a large cargo/storage area available underneath each rabbitEXPRESS vehicle that can be utilized to stow bicycles. Be more mobile than ever before and finish your trip by biking there. Plus, bikes ride free!

Credit Card Purchases

All rabbitEXPRESS vehicles are equipped with credit card machines. Please assist us in maintaining schedules by purchasing passes on afternoon trips. Or, save time, buy online! Visa and MasterCard accepted.

Customer Care Center

Questions? Call rabbittransit's Customer Care Center Monday – Friday from 7 a.m. – 7 p.m. or Saturday from 8 a.m. – 4 p.m. at 846-RIDE (7433) or 1-800-632-9063. Persons with a hearing or speech disability may call 711. Questions may also be directed to info@rabbittransit.org.

Emergency Ride Home Program

Anyone who is registered and commutes to work at least twice a week is eligible. This is a reimbursement program. Reimbursement is based on the receipted taxi fare or the equivalent of the IRS rate for mileage reimbursement. You must pay for the emergency ride, and then submit a reimbursement form. The program is limited to those who traveled using rabbitEXPRESS, but cannot travel home by their usual means due to illness, family crisis or a non-routine work demand. Transportation systems delays will be reimbursed if there is not another alternative available later. A maximum of six (6) ERHs per calendar year per commuter. Visit www.rabbittransit.org for registration forms. See Taxicab listing below for contact information.

Express Service

rabbittransit offers rabbitEXPRESS commuter service between York and Harrisburg and between York and Northern Maryland. When checking schedule information, be sure to review the applicable information for 83 South or 83 North.

Fares

Please refer to www.rabbittransit.org for fare information. If using a cash fare to board, exact fare requested. No cash refunds. Change cards issued upon request and can be used toward future fares. Damaged change cards will not be replaced. Discounted 11 Ride Passes and Monthly Passes are available.

Holidays

rabbittransit does not provide service on the following holidays: New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

Park and Rides

Please park only in designated areas in Park and Ride lots. Parking in non-designated areas is at your own risk and could result in your vehicle being towed. This would not necessarily be at rabbittransit's request, but could be done by various jurisdictions that monitor these facilities for compliance with the legal codes that govern them. While rabbittransit and local law enforcement staff check Park and Ride

lots, there is not full-time security personnel at these facilities. Park and Ride patrons are encouraged to lock cars, not leave valuables in sight, and report suspicious activity at transit facilities or on buses to the police or to bus drivers. PLEASE NOTE: The Shrewsbury Park and Ride near the former Crown Service Station is the one that is serviced by rabbitEXPRESS.

Reclining Seats

rabbittransit offers reclining seats on all of its rabbitEXPRESS vehicles.

Restrooms

Restrooms onboard rabbitEXPRESS vehicles are not operational. rabbittransit has no physical way of emptying or cleaning the septic systems in the vehicles, but continues to pursue a solution to take advantage of this potential amenity.

Rider Alerts & Rider Hotline

rabbittransit's Rider Alert Service enables riders to receive updates regarding delays, route changes and other general information. Choose your specific bus route and the system will send out service announcements to passengers via email or text messages. Or, call the rabbittransit hotline at 717-849-0740 for information on unanticipated service interruptions.

Satellite Television

Each rabbitEXPRESS vehicle is equipped with onboard satellite television. As part of an exclusive arrangement for broadcasting rights, rabbittransit is pleased to offer WGAL as its select network.

Schedule Information

With any new service, there is the possibility for small tweaks and minor changes to the schedule. For the most up-to-date information, visit www.rabbittransit.org.

Standing in the Aisle

Should the bus be full to capacity, standees are allowed.

Taxicab Services in Maryland

Please note this information is provided as a courtesy, not as an endorsement of a particular company.

Jimmy's Cab: 410-296-7200

New Eastern: 410-687-3232

Towson Sedan: 866-321-4735 or 410-321-4567

Valley Cab: 410-486-4000

Express Sedan: 410-667-7999

Transfers

rabbitEXPRESS riders may board any fixed route rabbittransit vehicle with a transfer from the rabbitEXPRESS bus. rabbitEXPRESS monthly passholders may ride any rabbittransit fixed route vehicle for free. Riders transferring from a rabbittransit bus to a rabbitEXPRESS vehicle are responsible for paying the difference in fares.

Transit Tax Incentive

The IRS is raising the amount that can be set aside in a worker's qualified, tax-free transportation fringe benefit plan to \$120 per month. rabbittransit's partner, Commuter Services, helps employers set up these plans as part of its free services. For more information, contact 1-866-579-RIDE or visit www.PaCommuterServices.org.