

## **“ Shared-Ride Helpful Hints ”**

A shared-ride program is an economical and easy way to travel to appointments, shopping, and special outings. Here are a few tips to remember:

- Avoid possible wait time on the phone – Schedule your trip(s) now – you can schedule trips with rabbittransit up until two weeks before you take the trip! Of course you still have up until the day before at 11:00 AM to schedule a trip by calling rabbittransit's customer service line.
- Riders will receive an automatic call the business day before your trip to confirm your pick-up time and location. Please make sure rabbittransit has your accurate phone number when you book the trip.
- All pick up times are estimated. The driver could arrive **up to 15 minutes before or 15 minutes after your pick up time**. You always need to be ready 15 minutes before your pick up time. Please have correct change when boarding the vehicle. Drivers are not permitted to give change.
- Shared-ride van service is different from a taxi service. It is an economical way to transport multiple people who are traveling in one direction at one time. This requires passengers to be flexible with their schedules and to understand that his or her trip may take a bit longer than if he or she was traveling alone.
- Shared-ride trips are scheduled based on demand. If there is not enough demand in a particular area at a particular time and rabbittransit's resources are needed elsewhere, rabbittransit reserves the right to change the requested time or to turn down the trip. rabbittransit makes every effort possible to meet the requests of customers based on the resources available.
- If you are a shared-ride customer in one of the following geographic regions, please schedule your appointments based on the following guidelines. This will help to ensure rabbittransit can meet your requests. Scheduling outside of these windows of time greatly reduces your chances of getting to your appointments on time.
- If you are unable to take your trip as planned, please call us to cancel. Cancels must be made no later than 1 hour before your scheduled pick up time.

Weekdays 7AM – 7PM	→→→	Call <b>846-RIDE</b> (7433)
Saturdays 8AM – 4PM	→→→	or
After Hours & Sundays	→→→	<b>1-800-632-9063</b>

Those who do not cancel will be marked a “no show.” Please see rabbittransit's No Show policy for more information.

### **Customer Service Hours:**

Weekdays: 7:00 AM – 7:00 PM

Saturdays: 8:00 AM – 4:00 PM \*note: Monday trips must be requested by 11:00 a.m. Friday.

## Suggested Guidelines for Appointment Times for York County

<b>Origin</b>	<b>Destination</b>	<b>Appointment Time:</b>	<b>Return time:</b>
New Cumberland	York	9:45a-10:30p	11:30a-2:30p
Dillsburg	York	Limited	Limited
Dillsburg	Dillsburg	9:00a-12:00p	9:30a-12:00p or 3:00p
Lewisberry	York	10:00a-11:00a	12:30p-3:00p
Lewisberry	Lewisberry	10:00a-3:00p	10:30a-3:45p
Dover	York	10:00a-12:30p	12:30p-1:30p or 3:30p
Dover	Dover	8:00a-2:00p	8:00a-2:00p
York Haven/Manchester	York	10:30a-11:30a	12:30p or 3:30p
York Haven/Manchester	Manchester	9:00a-3:30p	1:30p-4:00p
Hellam/Wrightsville/Craley	York	10:00a-11:30a	12:30p or 3:00p
York	York	7:00a-6:30p	7:00a-6:30p
Thomasville	York	10:00a-11:30a	12:00p-3:00p
Spring Grove	York	10:00a-11:30a	12:30p or 3:30p
Hanover	York	Limited	Limited
Thomasville	Hanover	Limited	Limited
Thomasville	Hanover	10:00a-11:00a	3:30p
Hanover	Hanover	9:00a-3:00p	9:00a-3:00p
Glen Rock/Stewartstown/ Shrewsbury/New Freedom	York	10:00a-11:00a	12:00p-12:30p or 3:30p
Shrewsbury/Stewartstown/ New Freedom	Shrewsbury/Stewartstown New Freedom	9:30a-11:00a	1:00p-3:00p
Jacobus	York	10:00a-1:00p	12:00p-12:30p or 3:00p
Red Lion	York	10:00a-11:00a	12:30p or 3:30p
Red Lion/Windsor	Red Lion/Windsor	8:30a-10:00a	1:00p
Fawn Grove/ Delta	York	Limited	Limited
Fawn Grove/Delta	Fawn Grove/Delta	Limited	Limited

