



York County Transportation Authority
1230 Roosevelt Avenue York, PA 17404

Phone: (717)846-7433
Toll Free: 1-800-632-9063
Fax: (717)848-4853

Dear Parents and Guardians,

The York County Transportation Authority has created the enclosed user's guide for use with the summer camp program for which your child(ren) will be receiving transportation. We ask that you go over this information yourself and review the rules with your child(ren).

Please keep the user's guide to refer to as a reference of our services. If you have any questions, please feel free to call us.

Sincerely,

rabbittransit

Medical Assistance Transportation Program

Who is Eligible?

Individuals who:

1. Are residents of a service area, including temporary residents.
2. Have Medical Assistance (hold an Access Card) and meet specific requirements.
3. Need transportation to get to an MA Compensable Health Care Provider.
- 4.

Program Description:

The Medical Assistance Transportation Program provides free transportation to medical appointments and to the pharmacy. Various transportation options are available based on accessibility including; **fixed route reimbursement transportation (where applicable), mileage reimbursement, and curb-to-curb service**. The mode you use will be determined by rabbittransit staff based on your needs. Call the office for more specific information on eligibility requirements and on the variety of non-emergency medical trips that are available to you.

Cost:

Free. Transportation for medical appointments and visits to the pharmacy are absolutely free with the exception of the reimbursement programs. The reimbursement programs require passengers to pay in advance, but will be reimbursed for verified medical trips within 2 weeks.

Application Process: Can take up to 5-7 business days

What is the MATP Summer Camp Service?

rabbittransit's MATP service provides the least costly method of transportation necessary to meet the passengers needs. Fixed Route Reimbursement (where applicable), Mileage Reimbursement and curb-to-curb transportation to medical appointments are covered by medical assistance through the Department of Public Welfare. The summer camp program through MATP provides fixed route reimbursement, mileage reimbursement, or curb-to-curb transportation to county children to and from summer therapeutic camps.

Fixed Route Reimbursement (where applicable) is for passengers who live along an established bus route and are able to use the fixed route bus. Passengers pay upfront to ride the bus and can be reimbursed at the Transfer Center (up to \$10.00) or can mail in their reimbursement forms monthly to rabbittransit for the full amount. Physician verification (signature) is required on the Fixed Route Reimbursement Form.

Mileage Reimbursement is for passengers who have access to private vehicles (their own or another individual's) but cannot meet their own transportation needs. This reimbursement will be at a specified rate per mile for travel expenses plus parking and tolls. The rate of reimbursement shall be determined by the County, but shall not be less than \$.25 per mile. Consumers shall be reimbursed within two weeks after submission of the required form with complete verified documentation.

Curb-to-curb service is for passengers who are unable, due to a mental or physical disability to use our fixed route service. This service allows passengers to be picked up and/or dropped off at their home and/or a medical facility.

MATP paratransit service is not taxi or limousine service. Passengers share the vehicles with others taking the same or similar trips. Space is limited and can not be guaranteed, and service depends on demand. In rural parts of the county, service is limited and is more difficult to obtain.

For a detailed list of paratransit procedures, please see the Transportation Guidelines section of this user's guide.

How Can I Register for MATP?

To obtain an application, you can:

- Come into the rabbittransit main office at 1230 Roosevelt Ave. or the transfer center at the corner of Pershing Street and King Street
- Call rabbittransit office at (717)846-7433 or toll free 1-800-632-9063
- Print and download the application from www.rabbittransit.org
- Send an email to info@rabbittransit.org

Application processing can take up to up to 10 business days.

Final determination of eligibility for the MATP program is made by rabbittransit based upon the Department of Public Welfare's state system guidelines.

What other services does rabbittransit offer?

rabbittransit also offers other funding programs:

Reduced Fare for those who have access to a Fixed Route:

Who is eligible:

- Individuals who have a Medicare card and/or under 65 years of age
- Individuals with a disability

To receive the program descriptions and cost as well as an application for other rabbittransit programs people can:

- Come into the rabbittransit main office at 1230 Roosevelt Ave. or the transfer center at the corner of Pershing Street and King Street
- Come into 5th Adams County site located at 257 North 4th Street, rear, Gettysburg, PA 17325.
- Come into the Northumberland County site located at 61 Tyler Ave, Elysburg, PA, 17824
- Call rabbittransit office at (717)846-7433 or toll free 1-800-632-9063
- Print and download the application from www.rabbittransit.org
- Send an email to info@rabbittransit.org

Transportation Service Guidelines and Policies

Trip Reservation:

1. STAP is to coordinate with rabbittransit to set up trips.
2. Reservations for trips can not be left on voicemail.
3. Parents/guardians are responsible for calling in to rabbittransit for pick up times.
4. rabbittransit paratransit drivers are authorized to stop only for scheduled appointments. All destinations must be prearranged through the STAP provider. Fixed route will follow our normal routes.
5. Fixed route does not require a reservation for service.
6. Passengers are responsible for notifying rabbittransit of any address or phone number changes by 11am the business day before the trip.
7. You must speak with a person; requests for trips left on the voicemail will not be accepted. However, you can leave a message on the voicemail to cancel your trip. Your customer service representative will confirm your trip information with you. It is important to listen closely and verify that your trip information is correct.
8. You must call with your requests by 11:00am on Friday for trips on Saturday, Sunday or Monday.
9. You will receive an automated call between 4:00pm and 7:00pm on the day before your scheduled trip. This call will give you your scheduled pick up times.
10. For both your and rabbittransit's benefit, there is a 15 minute pick-up window. The pick-up window begins 15 minutes prior to your scheduled time and 15 minutes after your scheduled time. (Example: your pick up time is 9:00am; your window is 8:45am to 9:15am). We ask that you please be ready and watching for your vehicle at the agreed pick up location during this transportation window.
11. Vehicles will only wait up to 4 minutes.

Should you have any questions regarding this information, please feel free to contact a rabbittransit customer service representative.

Pick Up/Drop Off:

1. Passengers who have regularly scheduled trips (standing orders) are required to have a consistent pick up and drop off point. The morning pick up and afternoon drop off must be a consistent address Monday through Friday. The afternoon pick up, however, may be a different address.
2. Passengers will only be picked up and dropped off at their scheduled locations.
3. For paratransit use, passengers must be at the proper pick up point during their transportation window and must be able to get to that point without the assistance of the rabbittransit driver. Clients who need help must make arrangements for the help they need in order to get to and from the pick up point.
4. rabbittransit is not required to assist passengers in or out of buildings, up/down steps, to any extent beyond boarding and exiting bus.
5. rabbittransit drivers are not permitted to enter homes to assist clients.
6. rabbittransit drivers must be able to keep their bus in their view at all times, and can not leave their buses unattended.
7. Passengers must arrange for pick up at a location that is paved and cleared of any material that may impede movement of a passenger or vehicle.
8. rabbittransit buses will stop as close as possible to the pick up point.
9. rabbittransit will use alleys, and streets that are approved by rabbittransit staff, but will not drive over curbs, sidewalks or yards. rabbittransit fixed route vehicles will follow our regular fixed route bus routes.
10. Passengers must have paved walkways and/or ramp systems to enable them to access a bus if they are utilizing the paratransit service. If you need assistance in doing this, please contact rabbittransit, as we may be able to help you.
11. Passengers or a caregiver must be responsible for and be able to handle any such items as back packs, car seats, harnesses, etc., that are brought onto the bus. rabbittransit drivers are not responsible for providing or handling these items.
12. rabbittransit drivers or one of our sub-contractors will provide transportation if the rider is present at the pick-up location and can exit the vehicle at the drop-off point. STAP (Summer Therapeutic Activities Program) provider should receive child at program retaining any items belonging to the child (back packs, car seats, boosters, straps, etc.). It is pertinent that parents/guardians or a responsible adult is available at the curb-to-curb location to accept the child and their belongings (back packs, car seats, boosters, straps, etc.) when being dropped off in the afternoon. rabbittransit does not employ personal care attendants but does allow (occasionally require) clients to have escorts.
13. If a client can not be left unattended, it is the responsibility of the care giver to make the necessary arrangements to have an escort 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.

Riding the Vehicle:

1. All passengers and escorts are required to wear a seat belt if one is available.
2. On Paratransit vehicles, clients must provide appropriate car seats according to Pennsylvania state law. (Car seat for children under 4 and a booster seat for children between the ages of 4 and 7. We will not transport on Paratransit vehicles if appropriate car seats are not provided.) Subcontractors may use school buses which do not always accommodate car seats or contain seat belts. Per our regulations, fixed route vehicles do not accommodate car seats nor do they have seat belts.
3. Passengers using paratransit going to MATP Summer Camps are required to stay on the vehicle until reaching their scheduled destination.
4. Eating, drinking, and smoking on rabbittransit vehicles is prohibited.
5. All passengers who utilize wheel chairs must be properly secured before the bus may move.
6. While we do not have an age limit for the buses, you may be required to provide an escort for your child(ren). Cases will be reviewed as necessary by rabbittransit.

Cancellations:

1. Passengers must notify the rabbittransit office at 846-7433 or 1-800-632-9063 to cancel any scheduled trips at least one hour before. If you need to cancel your appointment, please call rabbittransit as soon as you know you will not be taking the trip.
2. Cancellation messages may be left on the dispatch voicemail which is available any time outside of the regular business hours. Be sure to give the name of the passenger who has the trip. During rabbittransit office hours, trips can be cancelled with a customer service representative. Any cancellations not made in a timely manner (at least 1 hour before the scheduled trip. 24 hour notice if possible) will result in a no-show. Please also call the STAP provider to alert them of your absence.

rabbittransit :

1. During severe weather, rabbittransit will not transport passengers if it is deemed unsafe.
2. rabbittransit is not an "emergency" or ambulance service.
3. All buses, both paratransit and fixed route have lifts that can lift a total combined weight of the mobility device and the client up to 600 pounds and can accommodate a wheelchair of 30"x48". We cannot accommodate anything larger or heavier. Mobility devices should be backed onto the bus.
4. If a client has oxygen or another medical aid, they must be in a pack or be able to be properly secured. At times our vehicles are delayed due to traffic, auto

accidents, and unusual circumstances. Clients must have enough oxygen to last the duration of their trip.

5. Passengers must provide their own escort, or be capable of independently accessing the bus in a timely fashion.
6. While drivers have had some training for special needs individuals, please understand that they may not be aware of all the conditions of these individuals, or special arrangements that must be made.
7. STAP providers should be making the drivers aware of any and all bullying issues with regard to the trips being made. However, if you become aware of a bullying issue, please let STAP staff know so they can make the drivers and rabbittransit aware. Drivers are not responsible for resolving the bullying issues that they become aware of.

STAP providers will coordinate appointments through rabbittransit correctly and on time. However, it is the responsibility of the parent or guardian to inform rabbittransit of a cancelled trip for their child(ren). If it is possible, cancellation calls should be made to rabbittransit 24 hours prior to the scheduled trip.

Service Suspension/Termination

rabbittransit reserves the right to require an escort to be provided by the parent and/or guardian, in cases where negative behaviors are being displayed by the passenger. On some occasions, rabbittransit may have a professional escort ride along on the vehicles. This will not be an everyday occurrence.

Behaviors leading to an incident report will be handled by rabbittransit on a case by case basis. However, it is the responsibility of the passenger/child to follow all vehicle rules, which include but are not limited to:

- Remain seated while vehicle is in motion
- Seatbelts (if available) **must** be worn at all times
- Appropriate language should be used at all times
- Arms, feet and heads must stay inside windows
- Nothing should be thrown, spit, or dropped out of windows or at the drivers
- No Eating or Drinking is allowed on vehicles
- No Smoking, tobacco products (chew, snuff, etc), or drugs on vehicles
- No Yelling or screaming on vehicles
- ABSOLUTELY NO Fighting or Horseplay

rabbittransit may discontinue the service of any passenger who endangers the safe operation of the vehicle, endangers another passenger, themselves, or the rabbittransit driver.

All children will be placed on a 3-strike system for behaviors on the vehicles. **However, fighting will not be tolerated on the vehicles and could lead to an automatic termination of the child's transportation service.**

A passenger's transportation service may also be discontinued or refused for the following:

UNRULY BEHAVIOR: refusing to obey the driver, disruptive behavior

DANGEROUS BEHAVIOR: changing seats, walking in the aisle when bus is in motion, hitting or endangering themselves or others**

ABUSIVE BEHAVIOR: screaming or cursing, threats to the driver or other passengers, spitting.**

OFFENSIVE OR IMMORAL BEHAVIOR: sexual activities, motions, touching, gestures, prejudice remarks **

UNACCEPTABLE PERSONAL HYGIENE: Body odors, incontinence, stained or contaminated clothes or mobility devices**

**This is not an all inclusive list of behaviors

- Strike 1
 - A written verbal warning will be given to the child's parent/guardian by rabbittransit
- Strike 2
 - A written warning will be given to the child's parent/guardian by rabbittransit explaining that if rules continue to be broken that the child could receive a suspension of their transportation services.
- Strike 3
 - Child could receive suspension from vehicle service for 1 day up to 1 week depending on rule violation.

If rules are broken a fourth time and the violations have been severe, child's transportation service could be terminated. This would be at the discretion of rabbittransit and the DPW's regulations.

No Show

rabbittransit's definition of a "no-show" is any time a driver goes to pick up a client and he or she decides not to use the service or is not at the pickup site **and** has not called in

to cancel his or her trip at least one hour before the scheduled pick up time. Clients that call rabbittransit at least one hour before their scheduled pick up will not be charged with a “no-show”.

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 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 will be required to pay full fare as the cost will not be covered by MATP.

We understand emergencies do occur. Should you encounter an emergency/crisis situation that can be documented, which causes you to miss your transportation appointment, you should contact customer service as soon as possible to alert them of your serious circumstances and forward to rabbittransit the necessary documentation. Taking these proper steps may prevent your trip from being recorded as a “no show” and deter from any possible service suspensions.

Should a rabbittransit paratransit service client be a no-show during a particular month, the following actions will be taken:

First No-Show (within 1 calendar month)

rabbittransit will notify the client through a reminder postcard and/or a phone call.

Second No-Show (within 1 calendar month)

rabbittransit will contact the client through a letter indicating that the next time the client no shows within this calendar month, the client will be suspended from paratransit services for one week. A copy of the no show policy will be included with the letter.

Third No-Show (within 1 calendar month)

rabbittransit will send a letter notifying the client that the client’s service has been suspended for one week. Appeal form(s)* will be included.

Fourth No-Show (within 30 days after end of 1 week suspension)

rabbittransit will notify the client through a reminder postcard and/or a phone call.

Fifth No-Show (within 30 days after end of 1 week suspension)

rabbittransit will contact the client through a letter indicating that the next time the client no shows within this calendar month, the client will be suspended from paratransit services for thirty (30) days. A copy of the no show policy will be included with the letter.

Sixth No-Show (within 30 days after end of 1 week suspension)

rabbittransit will send a letter notifying the client that the client’s service is suspended for thirty (30) days. Appeal form(s)* must be included.

All suspensions will go into effect ten (10) calendar days** from the date of the letter notifying the client of service suspension.

A copy of any letter sent to a MATP client (York/Adams County) regarding suspension of service will be sent to the York County Human Services Office.

The Board of Directors and employees of rabbittransit have created this no-show policy in order to continue to provide cost-effective transportation to the individuals who need and want it. No-shows waste limited resources and endanger rabbittransit's ability to provide public transportation.

Any questions regarding this no-show policy can be answered by calling our Customer Service Department at 846-RIDE or 1-800-632-9063.

*MATP clients will also receive the MATP Written Notice Form / CAO Referral. MATP clients have separate time frames and required state forms.

**Suspensions for MATP clients will go into effect 15 calendar days from the date of the letter and Written Notice Form notifying the client of service suspension. The notification will be sent via first class mail.

RELATED TRANSPORTATION INFORMATION

- All reservations must be made by 11:00 am the day before; you may request as far ahead as 2 weeks.
- You must speak with a person; requests left on the voice mail will not be accepted. Your customer service representative will confirm your trip information with you. It is important to listen closely and verify that your trip information is correct.
- You must call with your requests by 11:00 am on Friday for trips on a Saturday, Sunday or Monday.
- You will receive an automated call between 4:00 p.m. and 7:00 p.m. the night before your trip with your scheduled pick up times.
- For both your and rabbittransit's benefit, there is a 15 minute pick-up window. The pick-up window begins 15 minutes prior to your scheduled time and 15 minutes after your scheduled time. (Example: your pick-up time is 9:00 a.m.; your window is from 8:45 a.m. to 9:15 a.m.). We ask that you please be ready and watching for your vehicle at the agreed pick up location during this transportation window.
- If you file an appeal, you have a few options. (1) Appeal to rabbittransit to try and have the issue resolved locally, or, (2) you may appeal directly to the State. If you wish to do this, you can complete the form and forward it to rabbittransit or the County Human Services Department. If you would like assistance in filing the appeal, you can call rabbittransit (Northumberland County) at 717-845-7553 or 1-

800-632-9063 or the Human Services Department (York/Adams County) at 717-771-9347 or toll free at 1-800-441-2025 ext.9347. rabbittransit or the Human Services Department must forward your appeal to the state Bureau of hearings and Appeals within 72 hours of your request.

Should you have any questions regarding this information, please feel free to contact a rabbittransit customer service representative.

SERVICE SUSPENSION/TERMINATION POLICY

rabbittransit will suspend or terminate service to a client when the following occurs:

- The client no longer needs services.
- The client misuses the service.
- The client displays uncooperative behavior.

Actions leading to suspension and/or termination of service include, but are not limited to the following:

- No-shows
- Use of obscene language
- Uncooperative behavior
- Smoking in vehicle
- Eating or drinking on vehicles
- Willful damage to rabbittransit property
- Willful injury to another passenger, employee or volunteer
- Willful damage to the property of any rabbittransit representative
- Any unlawful actions
- Failure to return required documentation

We understand that emergencies do occur. Should you encounter an emergency/crisis situation that can be documented, which causes you to miss your transportation appointment, you should contact customer service as soon as possible to alert them of your serious circumstances and forward rabbittransit the necessary documentation. Taking these proper steps may prevent your trip from being recorded as a “no show” and deter from any possible service suspensions.

CLIENT’S RIGHT TO APPEAL AND APPEAL PROCESS

Anytime rabbittransit must suspend or terminate a passenger’s service, the passenger has the right to appeal rabbittransit’s decision.

Should a client wish to appeal rabbittransit’s decision to suspend or terminate service, the following process must be followed by the client and rabbittransit.

- Upon receiving rabbittransit's letter notifying them that their service will be suspended or terminated, the client must complete a Service Suspension/Termination Appeal Form and any MATP appeal forms (when applicable) and return the form(s) within 7 business days. The appeal should be sent to the Executive Director of rabbittransit. If suspension/termination involves a MATP trip, the appeal* can also be sent to:
 - York/Adams Counties → York County Human Services Office, York County Government Center, 100 W. Market Street, Suite 401, York, PA 17401 (**MATP Appeals Only**)
 - Northumberland County → 1230 Roosevelt Avenue, York, PA 17404
- If a Service Suspension/Termination Appeal Form cannot be completed within the 7 days, the client must call the Customer Service Staff at 846-RIDE (7433) or toll free at 1-800-632-9063 and a rabbittransit staff member will complete this form over the telephone.
- Upon receipt of the Service Suspension/Termination Appeal Form, rabbittransit will respond to the client's appeal within 10 business days. All appeals will be reviewed by the Service Suspension/Termination Review Committee. The client must continue to receive service while the suspension is under appeal, with the exception being issues of safety. If service is suspended for a MATP client, the client must have service available for an additional two weeks, so that alternate service can be arranged.
- If you file an appeal, you have a few options:
 1. Appeal to rabbittransit to try and resolve the issue locally
OR
 2. Appeal directly to the state, if you wish to do this, you can complete the form and forward it to rabbittransit or the York County Human Services Department. If you would like assistance in filing the appeal, you can call:
 - a. rabbittransit at 717-845-7553 or toll free at 1-800-632-9063.
 - b. The Human Services Department at 717-771-9347 or toll free at 1-800-441-2025 ext. 9347.

rabbittransit or the Human Services Department must forward your appeal to the state Bureau of Hearings and Appeals within 72 hours of your request. ***MATP clients have 30 days to complete the MATP appeal form.***

CONSUMER REPORT/CONSUMER FEEDBACK

Consumer feedback is an important measure of rabbittransit's quality of service. In addition, it is an important tool to learn about the unmet needs of our customers and potential customers.

rabbittransit strives to efficiently handle customer communications in the following manner:

All customer complaints, commendations, and service requests shall be recorded on the Consumer Report form and given to the Customer Service Department the day in which it is reported by the customer.

Unless specified differently by the customer, all customers shall receive a response to their complaint or commendation via mail, email, or by phone within one week of the time the Consumer Report is filed.

rabbittransit will record and maintain a database on feedback given. Reports will be generated as required and/or requested by grantors and organizations that provide oversight.

STORM WATCH:

In cases of inclement weather, service updates can be obtained from one of the following stations:

Radio:

WSOX 96.1 FM
The Peak 98.5 FM

WARM 103.3 FM
WGTY 107.7 FM
WSBA 910 AM
WHVR 1280 AM
WGET 1320 AM

Phone Hotline:

717-849-0740

Television:

WGAL8
CBS21

WHTM27
Fox43

Website:

www.rabbittransit.org

Rider Alerts:

Updates regarding delays, route changes and other general information can be sent to your e-mail or cell phone. Set up your rider alert by visiting www.rabbittransit.org and click on the Rider Alerts "Signup Now" tab.

*Routes are changed as needed.

If you have any questions regarding any information in this User's Guide, please call rabbittransit at 717-846-7433 or toll free at 1-800-632-9063. Information is also available online at www.rabbittransit.org.