

“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:

- β 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.
- β Don’t forget to call back anytime after 4:00 PM the day before your trip to find out your actual pick up time. If your trip is scheduled for the afternoon, you may want to consider calling customer service the morning of your trip:

Customer Service Hours:

Weekdays: 7:00 AM – 7:00 PM

Saturdays: 8:00 AM – 4:00 PM *note: Monday trips must be requested by noon Friday.

- β 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.
- β 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.
- β 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.
- β If you are a shared-ride customer in one of the following geographic regions (see reverse side), 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.

Suggested Guidelines for Appointment Times

FROM	TO	APPOINTMENT TIME	RETURN TIME
Southern York County	York City and surrounding areas	9:30 AM – 12:00 PM	12:00 PM – 3:30 PM
Southern York County	Southern York County	9:00 AM – 1:00 PM	9:00 AM – 2:00 PM
Northern York County	York City and surrounding areas	10:00 AM – 12:00 PM	12:00 PM – 1:00 PM 2:30 PM – 3:30 PM
Northern York County	Northern York County	9:00 AM – 3:00 PM	9:00 AM – 4:00 PM
Hanover Spring Grove	York City and surrounding areas	10:30 AM – 11:00 AM	12:00 PM – 1:00 PM 3:00 PM – 4:00 PM
Spring Grove	Hanover	9:30 AM – 12:00 PM	12:00 PM – 3:00 PM
Hanover	Spring Grove	10:00 AM – 11:00 PM	12:00 PM – 3:00 PM
Hanover	Hanover	8:00 AM – 4:00 PM	8:00 AM – 5:00 PM
Wrightsville or Craley	York City and surrounding areas	10:00 AM – 11:30 AM	12:00 PM – 1:00 PM 2:30 PM – 3:30 PM
York	Shrewsbury	9:00 AM or 1:30 PM	9:30 AM or 3:30 PM
York	Red Lion	8:00-9:00 AM or 1:15-1:30 PM	9:30 AM or 2:15 PM
York	Spring Grove	9:00 AM or 1:30 PM	2:00 PM or 5:30-6:00 PM
York	Manchester	9:00 AM or 1:30 PM	9:30-10:00 AM or 2:00 PM
York	Dover	9:00 AM or 1:30 PM	9:30 AM or 2:00 PM

- β 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 **846-RIDE** (7433)
 Saturdays 8AM – 4PM ☎☎☎ or
 After Hours & Sundays ☎☎☎ **1-800-632-9063**

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