



Pennsylvania
Department of Human Services

June 26, 2025

Susquehanna Regional Transportation Authority d/b/a rabbittransit
901 North Cameron Street
Harrisburg, PA 17101

RE: Programmatic Waiver Request for the Paratransit Pick Up Rule of the Medical Assistance Transportation Program (MATP)

This correspondence serves as formal notification that the Pennsylvania Department of Human Services (hereinafter “the Department”) is granting a programmatic waiver to rabbittransit from compliance with the Paratransit Pick up Rule, as set forth in the Medical Assistance Transportation Program Standards and Guidelines Chapter 14 Section B.

As stated on page 34 of the Standards and Guidelines, the Paratransit Pick up Rule asserts:

“The Grantee shall pick up consumers within a window beginning 15 minutes before and extending to 15 minutes after the scheduled pick-up time. This creates a 30-minute pick-up window. The grantee shall make consumers aware that the expectation is for the consumer to be ready and waiting at least 15 minutes before the scheduled pick-up time. Vehicles that arrive before the 30-minute window shall wait until the scheduled pick-up time to accommodate a consumer who is not ready. Vehicles arriving at the scheduled pick-up time or within 15 minutes after are not required to wait for a consumer who is not ready.”

rabbittransit has formally requested a waiver to this requirement for paratransit trips conducted in the counties of Adams, Cumberland, Columbia, Franklin, Montour, Northumberland, Perry, Snyder, Union, and York. rabbittransit has cited that the approval of this waiver will streamline wait times, align with public transportation wait times, optimize resources, ensure route efficiency, and reduce costs.

The Department finds sufficient justification to **approve** this waiver, subject to the conditions outlined herein.

Terms of Waiver:

1. **Scope:** This waiver applies exclusively to trips provided under the MATP by rabbittransit in the following counties: Adams, Cumberland, Columbia, Franklin, Indiana, Montour, Northumberland, Perry, Snyder, Union, and York. This waiver applies only to counties for which rabbittransit holds a direct contract with the Department to administer MATP services.



Pennsylvania
Department of Human Services

2. **Contingency:** This waiver is contingent upon rabbittransit's continued ability streamline wait times, optimize resources, ensure route efficiency, and reduce costs. rabbittransit must also ensure proper notification of any and all impacted MATP consumers.
3. **Duration:** This waiver is granted on this date of June 26, 2025, and shall become effective thirty (30) days hereafter on July 26, 2025, and will remain in effect unless otherwise modified or revoked by the Department.
4. **Review and Revocation:** The Department reserves the right to revoke this waiver at any time if it is determined that the waiver is no longer necessary, or that it adversely affects the quality or accessibility of MATP services.

Please ensure that a copy of this waiver is retained in your records and made available for review during program audits or upon request by the Department. Should you have any questions regarding the implementation or terms of this waiver, please contact your assigned MATP Monitor.

Sincerely,

Rebekah Leiphart

Rebekah Leiphart, Director of MATP
Division of Monitoring and Compliance

cc: Richard Farr, Executive Director
rabbittransit

cc: Christopher Stout, MATP Supervisor
Division of Monitoring and Compliance

cc: Stevealeana Baker, MATP Monitor
Division of Monitoring and Compliance