

Paratransit SHARED RIDE GUIDE



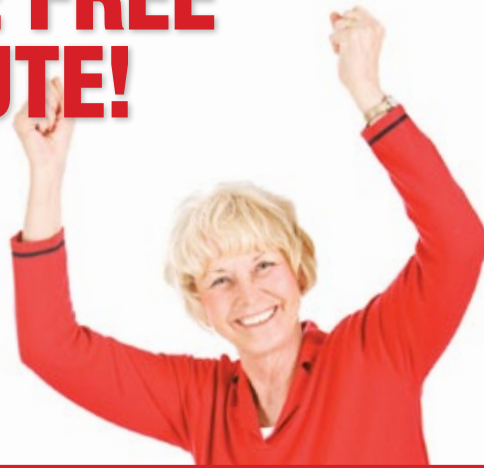
FARES • SERVICES • INFORMATION

Effective July 2016

SENIORS RIDE FREE ON FIXED ROUTE!

Apply now for your *FREE* bus pass!
It's easy. If you are over the age of 65...

Applies to counties where fixed route bus service is available in the area.



Ride the Bus!

- Complete Application
- Mail with Photocopy of Proof of Age
- Bus Pass Mailed to You
- Traveling Training Available
- Not eligible to be used on Shared Ride/Paratransit service

800-632-9063

rabbittransit.org



FINDMyRide^{PA}

- Self-Service Web Program: *Make your own trip reservations!*
- Currently in Adams, Cambria, Cumberland, Dauphin, Franklin, Lebanon and York counties
- Find area travel options and plan your trip
- Accessible by kiosk, computer, smartphone or mobile device

Coming soon to Columbia, Montour, Northumberland, Perry, Snyder and Union Counties.

844-PA4-RIDE

FindMyRidePA.com

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Mission Statement

Mobility is a fundamental right and an essential need for our community in order to maintain a high quality of life and equal opportunity.

rabbittransit dedicates itself to providing its constituents access to safe and customer-friendly mobility services in a manner consistent with stewardship of the communities' trust and resources.

Values

Core values are the things that our organization holds most important and will not compromise.

rabbittransit's core values include:

- Safety
- Service
- Stewardship

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General Information

Contact Information

1-800-632-9063
Fax: 717-848-4853
Persons with a hearing or speech disability may call 711.
www.rabbittransit.org
info@rabbittransit.org

Customer Call Center Hours

Weekdays 7:00am – 7:00pm
Saturday 7:45am – 3:00pm

Language Assistance

Upon request, language assistance is provided free of charge to assist in communicating with individuals who do not speak English. Interpretation services are available by calling 1-800-632-9063. Customers should identify their need upon calling.

Asistencia lingüística

Si lo solicita, se ofrece asistencia lingüística sin cargo para ayudar a la comunicación con personas que no hablan inglés. Los servicios de interpretación están disponibles llamando al 1-800-632-9063. Los clientes deben identificar su necesidad al llamar.

Holidays

No service on the following holidays: New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

Lost and Found

Please remember to collect all personal belongings when leaving the bus. **rabbittransit** is not responsible for lost or stolen items. Items found will be disposed of on a weekly basis.

Rider Hotline: 717-849-0740

Your source for unanticipated service interruption information.

Main Office Hours

York:
Weekdays 8:00am – 5:00pm
415 Zarfoss Dr., York, PA 17404

Adams:
Weekdays 8:00am – 6:00pm
257 N. 4th St., Rear, Gettysburg, PA 17325

Columbia: Montour Aging Office, Inc.

(Limited Services Available)
Weekdays 8:00am – 4:30pm
702 Sawmill Rd., Ste. 201
Bloomsburg, PA 17815

Cumberland:
Weekdays 8:00am – 4:30pm
Cumberland County Ritner Campus
1601 Ritner Hwy., Carlisle, PA 17013

Franklin:
Weekdays 7:30am – 4:30pm
191 Franklin Farm Ln.
Chambersburg, PA 17202

Montour:
Weekdays 8:00am – 4:00pm
112 Woodbine Ln., Ste. #1
Danville, PA 17821

Northumberland:
Weekdays 8:00am – 4:00pm
61 Tyler Ave., Elysburg, PA 17824

Union/Snyder:
Weekdays 8:00am – 4:30pm
713 Bridge St., Ste. #11
Selinsgrove, PA 17870

Rider Alerts

Sign up for Rider Alerts to be notified about service changes or delays via email or text message. Visit www.rabbittransit.org.

Snow Routes

In cases of inclement weather, **rabbittransit** may alter some of its Paratransit Services. Riders may visit the website or contact the **rabbittransit** hotline (717-849-0740) for pre-recorded information about our operating status.

Definition/PCA

What is Paratransit?

Paratransit, often referred to as “Shared Ride,” is bus service that provides trips that are grouped together between customers’ origins and destinations that are not accessible by fixed route bus service (if available in your area).

Paratransit operates during limited hours and specific travel areas. There is a required application and reservation process.

Paratransit does not provide “taxi” service and is not a non-stop ride for one person.

Different riders are grouped together depending upon their travel time and location(s). Paratransit does not provide emergency medical transportation services.

Paratransit is a door-to-door service. Please contact the mobility planning department for more information at 1-800-632-9063.

We encourage you to review this guide in its entirety to have a clearer understanding of the complex parameters of Paratransit Service.

Personal Care Assistant (PCA)

rabbittransit takes its role of providing mobility seriously. We recognize that passengers may face barriers that require them to bring a PCA when they travel. PCAs must provide assistance to the person traveling. Passengers using Paratransit Services requiring a PCA are required to have their physician complete the necessary documentation. Once this form is completed and filed with **rabbittransit**, passengers will be permitted to bring one (1) PCA on board with them, unless otherwise approved. A PCA trip must be noted at the time the passenger makes a reservation in order for us to confirm vehicle capacity. Failure to note the need for a PCA will prevent the PCA from being able to board.

You may bring someone with you as a PCA at no cost to you in the following situations:

- If you are under 18, you can be escorted by a parent or other relative/guardian.
- If you cannot travel independently, or you need any assistance due to age, illness, physical or mental disability. A PCA needed in this capacity must be verified by a physician.
- If you do not speak English, you can bring someone with you to interpret.

ADA Companion

Under the ADA Program, a companion may ride for the same fare as the rider utilizing the ADA Program. Companion trips must be noted at time of reservation.

Getting Started

Application Process

Recognizing that transportation is a vast expense, government agencies help fund the cost for passengers, leaving them responsible for only a portion of the actual cost of transportation. There are different programs available depending upon a person's qualifying background. Each program requires a different co-pay and service delivery guidelines.

Pennsylvania counties have varying Paratransit Services available for their residents. However, all riders must pre-register for Paratransit Service before requesting a trip. To pre-register, riders must complete an application to identify which program they will qualify for to assist with funding.

There are many individual programs within Paratransit Service. Each of these is governed with a different set of regulations, funding sources, reporting standards and service delivery guidelines. No two passengers' trips or experience is the same.

Programs

Some of the common funding programs include the following:

- Senior Shared Ride Program
- Under 65 Shared Ride Program
- Medical Assistance Transportation Program (MATP)
- ADA Complementary Paratransit Program (ADA)
- Persons with Disabilities Program (PWD)
- Mental Health/Intellectual & Developmental Disabilities (MH/IDD)

Descriptions of each program:

Senior Shared Ride Program:

Senior Citizens who are 65 years of age or older are eligible. Most Shared Ride destinations are within your home county; however, **rabbittransit** also provides regular trips to adjacent counties based on demand. There is no restriction on purpose so the Senior Shared Ride Program can be used for any kind of trip; medical appointments, shopping, recreation, senior centers, group outings, and more. There may be a co-pay each time you board the vehicle. The cost is dependent on many variables.

Under 65 Shared Ride Program:

In some counties, individuals who are between the ages of 60-64 and are residents of a participating county are eligible. This limited service allows **rabbittransit** to pick you up, take you to your destination with others traveling in the same direction and return you home. There may be a restriction on purpose. There may be a co-pay each time you board the vehicle. The cost is dependent on many variables.



Programs

Medical Assistance

Transportation Program (MATP):

County residents, including temporary residents, who have Medical Assistance (hold an Access Card) and meet specific requirements are eligible. The Medical Assistance Transportation Program provides free transportation to medical appointments and any service Medical Assistance pays for including: therapies, tests, dental visits, trips to the pharmacy and trips to medical equipment suppliers.

You cannot use MATP:

- If you need emergency ambulance transportation.
- For non-medical trips such as for grocery shopping or for social activities.
- To obtain medical care that is *not covered* by Medical Assistance.

Various transportation options are available based on accessibility including: fixed route transportation, mileage reimbursement and door-to-door service.

MATP Fixed Route Reimbursement 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 fixed route bus and can be reimbursed at the York Transfer Center (up to 10 tickets) or can mail in their reimbursement forms every month to **rabbittransit** for the full amount. Physician verification (signature) is required on the Fixed Route Reimbursement Form.

MATP Mileage Reimbursement is for passengers who have access to private vehicles (their own or another individual's)

but cannot meet their own transportation needs via fixed route service. 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 Commonwealth of Pennsylvania, but shall not be less than \$0.12 per mile. MATP will also reimburse you for your actual parking expenses and tolls if you provide receipts showing how much you paid. There are certain circumstances for individual rides in which there are limitations on the number of miles that can be reimbursed. Physician verification (signature) is required on the mileage reimbursement form.

MATP Door-to-Door 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 can provide or arrange transportation for you to any medical provider in your MCO region.

The MATP Program is based primarily on a reimbursement system. If passengers qualify for door-to-door service, the cost is subsidized by the Department of Human Services.

ADA Complementary Paratransit Program (ADA):

For individuals who, because of their disability, cannot use fixed route bus service if available in the county. ADA Complementary Paratransit works for any trip that originates and ends within ¾ mile (typically 7 city blocks) of a fixed route bus.

Programs *continued*

This service operates during the same days and hours as fixed route service. It is typically door-to-door. This type of transportation can be used for any kind of trip; medical appointments, shopping, recreation, senior centers and more. The cost of a one-way paratransit fare for ADA Complementary Paratransit is typically twice the amount of the current fixed route bus fare.

For Cumberland County residents, CAT is the ADA Provider for Complementary Paratransit. Please call 1-800-303-1904.

Individuals who are ADA eligible in another jurisdiction and are visiting the **rabbittransit** service area, may use ADA Complementary Paratransit. Please call 1-800-632-9063 to discuss our ADA visitor policy.

Persons with Disabilities Program (PWD):

Individuals with a disability are eligible for this program if they need transportation in areas that are not serviced by the fixed route, are not eligible for any other funding sources and are between the ages of 18-64. This is a Shared Ride program that operates county-wide, outside the ADA area and even includes certain out-of-county trips. The cost of one-way fares for the Persons with Disabilities Program are dependent upon the distance traveled.

Mental Health/Intellectual & Developmental Disabilities (MH/IDD):

Clients of supporting MH/IDD Programs are eligible. This program provides rides for eligible clients of supporting MH/IDD Programs that are traveling to and from approved programs. Co-pay prices vary by county.

How to Apply

- 1 To receive an application by mail, call 1-800-632-9063 or 717-846-RIDE (7433). You can also email us at info@rabbittransit.org or download an application online at rabbittransit.org.
- 2 All applications should be mailed to 1230 Roosevelt Avenue, York, PA 17404.
- 3 To apply in person, stop by the Transfer Center at 213 W. King Street, York; our Adams County location at 257 North Fourth Street, Rear; Cumberland County location at 1601 Ritner Highway, Carlisle; Northumberland office at 61 Tyler Avenue, Elysburg; Columbia Montour Aging Office at 702 Sawmill Road, Bloomsburg; Franklin County location at 191 Franklin Farm Lane, Chambersburg; or **rabbittransit's** headquarters at 1230 Roosevelt Avenue in York.
- 4 Proof of age is required to apply. The acceptable proofs of age include: Birth Certificate, Baptismal Certificate, Driver's License, PACE Card, State ID, Armed Forces Discharge/ Separation Papers, Passport or Naturalization Papers, Veteran's Universal Access ID Card, Statement of Age from the Social Security Administration, or Resident Alien Card.
- 5 For the Mental Health/Intellectual & Development Disabilities (MH/IDD) application process, please contact an MH/IDD case manager or **rabbittransit**.

Reservation Process

When can I make a reservation?

All Paratransit trips require an advance reservation. All reservations must be made by 12:00pm the business day before your appointment; however, you may request a reservation as far ahead as two weeks. You must call with your request by 12:00pm on Friday for trips on Saturday, Sunday or Monday if weekend service is available.

Note: There is an exception for trips of the ADA Complementary Paratransit Program, which can be scheduled the day before your trip during regular business hours of 8:00am – 5:00pm, Monday – Friday.

What number do I call to make a reservation?

To schedule a reservation for transportation, call the **rabbittransit** Call Center at 1-800-632-9063.

The Call Center is open between 7:00am and 7:00pm, Monday through Friday, and between 7:45am and 3:00pm on Saturday.

You must speak with a person; requests for trips left on the voicemail will not be accepted. We suggest avoiding Mondays from 7:00am – 9:00am, which is a peak call time. Only ADA trips can be left on voicemail.

Return Trips

Passengers cannot change location of return trips on the day of the trip.

What information do I need to schedule a trip?

- Your client ID number or name. If you are making a trip for someone else, please give his or her client ID or name.

- The appointment time. *Note: See Travel Guidelines concerning appointment times.*
- The exact address for the trip that you are requesting.
- The name of the doctor or facility for the trip that you are requesting.
- Any mobility device that you require.
- If you need a personal care assistant (previously referred to as an escort). *Must be pre-approved by **rabbittransit** during application process. Under the ADA Program, a companion may ride for the same fare as the rider utilizing the ADA Program.*
- Notes about special entrances to your building (i.e. Apartment located at back entrance, etc.).

Passengers are responsible for notifying **rabbittransit** of any address or phone number changes by 12:00pm the business day before the trip.

The Central Pennsylvania Transportation Authority may make reasonable modifications to policies and programs to assist people with disabilities in achieving equal opportunity to enjoy all of its programs, services and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in the Central Pennsylvania Transportation Authority's programs, services or activities, should contact mobility planning at 1-800-632-9063, or via mail at 1230 Roosevelt Avenue, York, PA 17404, or via email at mobilityplanning@rabbittransit.org as soon as possible. All effort should be made to make requests 48 hours before the scheduled event. www.rabbittransit.org/Portals/0/PDF/Service-Suspension-Appeal-Form.pdf

Adams County Travel Guidelines

Please review the Travel Guidelines carefully. These guidelines indicate when a vehicle will be in certain areas at certain times. **We strongly encourage times to fall within these guidelines.** If your trip time and/or destination falls outside of the times, your trip request may be at risk for denial. If this concerns a medical trip, we suggest calling your medical provider to negotiate an appointment time that falls within the travel guideline parameters.

Is your origin/destination or time missing? Ask Customer Service. Places not listed may not have enough demand to provide for accurate times.

Adams County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Arendtsville	Gettysburg	10:30am & 12:30pm	12:30pm & 2:30pm
Aspers/Gardners	Gettysburg	10:30am & 12:30pm	12:30pm & 2:30pm
Biglerville	Gettysburg	10:30am & 12:30pm	12:30pm & 2:30pm
East Berlin/Abbottstown	Gettysburg	10:30am & 12:30pm	12:30pm & 2:30pm
East Berlin/Abbottstown	Hanover	10:00am & 1:00pm	12:30pm & 2:00pm
Fairfield	Gettysburg	8:00am & 11:00am	3:30pm
Gettysburg	Gettysburg	7:00am thru 5:00pm	8:00am thru 6:00pm
Gettysburg	Fairfield	6:30am & 12:30pm	4:30pm
Gettysburg	Littlestown	6:30am & 9:30am	1:30pm & 4:00pm
Gettysburg	Biglerville	6:30am & 9:30am	12:00pm & 4:00pm
Gettysburg	Aspers/Gardners	6:30am & 9:30am	12:00pm & 4:00pm
Gettysburg	Arendtsville	6:30am & 9:30am	12:00pm & 4:00pm
Gettysburg	East Berlin/Abbottstown	7:00am & 11:30am	12:30pm & 4:30pm
Gettysburg	York Springs	6:15am & 1:00pm	5:00pm
Gettysburg	Hanover/McSherrystown	7:00am thru 5:00pm	8:00am thru 6:00pm
Gettysburg	New Oxford	8:00am & 2:30pm	12:00pm & 3:00pm
Gettysburg	Hanover	10:00am & 1:00pm	12:30pm & 2:00pm
Hanover	Littlestown	9:00am thru 2:00pm	10:00am thru 2:30pm
Hanover	East Berlin/Abbottstown	9:00am thru 2:00pm	11:00am thru 2:30pm
Hanover	York Springs	9:00am thru 2:00pm	10:00am thru 2:30pm
Hanover	Hanover/McSherrystown	9:00am thru 2:00pm	10:00am thru 3:00pm
Hanover	New Oxford	9:00am thru 2:00pm	10:00am thru 2:00pm
Hanover/McSherrystown	Gettysburg	7:00am thru 5:00pm	8:00am thru 6:00pm
Hanover/McSherrystown	Hanover/McSherrystown	9:30am thru 2:00pm	10:30am thru 3:00pm
Littlestown	Gettysburg	10:30am & 2:00pm	12:00pm & 4:00pm
Littlestown	Hanover	10:00am & 1:00pm	12:30pm & 2:00pm
New Oxford	Gettysburg	10:00am & 12:00pm	12:30pm & 2:30pm
New Oxford	Hanover	9:30am thru 2:00pm	10:30am thru 3:00pm
New Oxford	York	10:30am	12:30pm
York Springs	Gettysburg	10:30am & 12:30pm	12:30pm & 2:30pm
York Springs	Hanover	10:30am & 1:00pm	12:00pm & 2:30pm
Adams County	Out of County	10:00am thru 1:00pm	12:00pm thru 2:00pm
MATP Trips to Hershey Medical Center		10:00am thru 1:00pm	12:00pm thru 2:00pm
Adams County	Lebanon VA Hospital	10:30am thru 12:30pm	11:30am thru 1:30pm

Guidelines may be subject to change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

Columbia County Travel Guidelines

Is your origin/destination or time missing? Ask Customer Service. Places not listed may not have enough demand to provide for accurate times.

Columbia County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Benton	Benton	9:00am	12:30pm
Benton/Orangeville	Berwick/Bloomsburg	10:00am & 1:00pm	11:00am thru 4:00pm
Benton	Danville	10:30am & 12:30pm	11:00am thru 4:00pm
Berwick/Nescopack	Berwick	6:00am thru 7:00pm	6:00am thru 7:00pm
Berwick/Lime Ridge	Bloomsburg	7:00am thru 7:00pm	7:00am thru 7:00pm
Berwick	Catawissa	7:00am thru 7:00pm	7:00am thru 7:00pm
Berwick	Danville	7:00am thru 2:00pm	8:00am thru 4:00pm
Bloomsburg	Benton	8:30am & 12:30pm	9:30am & 2:00pm
Bloomsburg	Berwick	7:00am thru 7:00pm	7:00am thru 7:00pm
Bloomsburg	Bloomsburg	6:00am thru 7:00pm	6:00am thru 7:00pm
Bloomsburg	Catawissa	8:00am thru 3:00pm	8:00am thru 3:00pm
Bloomsburg	Danville	7:00am thru 2:00pm	8:00am thru 4:00pm
Bloomsburg	Millville	8:30am & 1:30pm	9:30am & 2:30pm
Catawissa	Berwick/Bloomsburg	8:00am thru 3:00pm	8:00am thru 4:00pm
Catawissa	Buckhorn	8:00am thru 3:00pm	8:00am thru 4:00pm
Catawissa	Catawissa	8:00am thru 3:00pm	8:00am thru 4:00pm
Catawissa	Danville	8:00am thru 2:00pm	8:00am thru 4:00pm
Millville	Berwick/Bloomsburg	10:00am & 1:00pm	11:00am thru 4:00pm
Millville	Danville	10:30am & 12:30pm	11:00am thru 4:00pm
Numidia	Bloomsburg	9:45am thru 12:45pm	10:30am thru 4:00pm
Numidia	Danville	9:45am thru 1:00pm	10:30am thru 4:00pm
Orangeville	Benton	9:30am & 12:30pm	9:45am & 2:00pm
Wilburton	Wilburton	10:00am	2:00pm
Columbia County	Coal Township	10:00am	2:00pm
	Hershey	10:00am	2:00pm
	Wilkes Barre	10:00am	2:00pm
	Williamsport	10:00am	2:00pm
	Out of County	10:00am	2:00pm
Columbia County	Elysburg	10:00am & 1:00pm	12:00pm & 3:00pm
SATURDAY			
Bloomsburg	Bloomsburg	9:00am thru 2:00pm	9:00am thru 2:00pm
Berwick	Berwick	8:00am thru 2:00pm	9:00am thru 2:00pm

Guidelines may be subject to change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

Cumberland County Travel Guidelines

Is your origin/destination or time missing? Ask Customer Service. Places not listed may not have enough demand to provide for accurate times.

Cumberland County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Camp Hill	Carlisle	10:00am	1:00pm
Carlisle	Camp Hill/New Cumberland	9:30am	1:00pm
Carlisle	Carlisle	9:00am thru 4:00pm	9:00am thru 4:00pm
Carlisle	Harrisburg	9:30am	12:45pm
Carlisle	Mechanicsburg	9:00am	1:30pm
Carlisle	Newville	9:00am	2:30pm
Carlisle	Shippensburg	9:00am	2:15pm
Carlisle	West Shore	9:30am	1:00pm
Carlisle	Wormleysburg	9:30am	1:00pm
Enola	Carlisle	10:00am	1:00pm
Enola	Mechanicsburg	9:00am	4:00pm
Mechanicsburg	Carlisle	10:00am	1:00pm
Mechanicsburg	Harrisburg	9:30am	3:00pm
Mount Holly	Camp Hill	9:30am	1:00pm
Mount Holly	Carlisle	10:00am	3:00pm
Mount Holly	Harrisburg	9:30am	12:45pm
Mount Holly	Mechanicsburg	9:00am	1:30pm
New Cumberland	Carlisle	10:00am	1:00pm
Newburg	Camp Hill	9:30am	1:00pm
Newburg	Carlisle	8:00am & 10:15am (M,W,F)	2:20pm
Newburg	Chambersburg	10:00am	2:30pm
Newburg	Harrisburg	9:30am	12:45pm
Newburg	Mechanicsburg	9:00am	1:30pm
Newville	Camp Hill	9:30am	1:00pm
Newville	Carlisle	8:00am & 10:15am (M,W,F)	2:30pm
Newville	Chambersburg	10:00am	2:30pm
Newville	Harrisburg	9:30am	12:45pm
Newville	Mechanicsburg	9:00am	1:30pm
Shippensburg	Camp Hill	9:30am	1:00pm
Shippensburg	Carlisle	8:00am & 10:15am (M,W,F)	2:15pm
Shippensburg	Chambersburg	10:00am	2:30pm
Shippensburg	Harrisburg	9:30am	12:45pm
Shippensburg	Mechanicsburg	9:00am	1:30pm
Shiremanstown	Carlisle	10:00am	1:00pm
West Shore	West Shore	9:00am	4:00pm
Wormleysburg	Carlisle	10:00am	1:00pm
Cumberland County	Out of County	10:00am thru 1:00pm	10:30am thru 1:30pm
Wormleysburg/Camp Hill/Carlisle/Enola/ Mechanicsburg/Mount Holly/New Cumberland/ Newburg/Newville/Shippensburg/Shiremanstown	Hershey	10:00am	12:30pm
Wormleysburg/Camp Hill/Carlisle/Enola/ Mechanicsburg/Mount Holly/New Cumberland/ Shiremanstown	Dillsburg	10:30am thru 1:30pm	10:30am thru 1:30pm

Franklin County Travel Guidelines

Is your origin/destination or time missing? Ask Customer Service. Places not listed may not have enough demand to provide for accurate times.

Franklin County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Chambersburg	Chambersburg Boro	9:00am thru 2:00pm	9:30am thru 3:00pm
Concord	Chambersburg	9:30am	12:30pm & 2:00pm
Doyleburg	Chambersburg	9:30am	12:30pm & 2:00pm
Dry Run	Chambersburg	9:30am	12:30pm & 2:00pm
Fannettsburg	Chambersburg	9:30am	12:30pm & 2:00pm
Fayetteville	Chambersburg	9:30am thru 2:00pm	10:00am & 3:00pm
Fort Loudon	Chambersburg	9:30am & 11:00am & 1:00pm	10:00am & 11:30am & 3:00pm
Greencastle	Chambersburg	9:30am & 11:15am & 1:30pm	10:00am & 12:30pm & 3:00pm
Mercersburg	Chambersburg	9:30am & 11:15am & 1:30pm	10:00am & 12:30pm & 3:00pm
Mont Alto	Chambersburg	9:30am & 11:15am & 1:30pm	10:00am & 12:00pm & 3:00pm
Quincy	Chambersburg	9:30am & 11:15am & 1:30pm	10:00am & 12:00pm & 3:00pm
St Thomas	Chambersburg	9:30am & 11:00am & 1:00pm	10:00am & 11:30am & 3:00pm
Shippensburg	Chambersburg	9:30am & 11:15am & 1:15 pm	10:00am & 11:45am & 3:00pm
Spring Run	Chambersburg	9:30am	12:30pm & 2:00pm
Waynesboro	Chambersburg	9:30am & 11:15am & 1:30pm	10:00am & 12:00pm & 3:00pm
Willow Hill	Chambersburg	9:30am	12:30pm & 2:00pm
Shippensburg	Shippensburg	9:00am thru 2:00pm	9:30am thru 3:00pm
Blue Ridge Summit	Waynesboro	9:00am thru 2:00pm	9:30am thru 3:00pm
Pen Mar	Waynesboro	9:00am thru 2:00pm	9:30am thru 3:00pm
Rouzerville	Waynesboro	9:00am thru 2:00pm	9:30am thru 3:00pm
Waynesboro	Waynesboro	9:00am thru 2:00pm	9:30am thru 3:00pm
Fort Loudon	Mercersburg	9:30am & 12:00pm	1:00pm & 3:00pm
Mercersburg	Greencastle	9:30am & 11:15am & 1:30pm	10:00am & 12:30pm & 3:00pm
Greencastle	Waynesboro	9:30am & 1:30pm	10:00am & 3:00pm
St Thomas	Greencastle	9:30am & 1:15pm	10:00am & 3:00pm
Fayetteville (South Mountain)	Waynesboro	9:30am & 12:00pm	1:00pm & 3:00pm
Fayetteville (South Mountain)	Chambersburg	9:30am & 12:00pm	1:00pm & 3:00pm
Franklin County	Out of County	10:00am	12:30pm

Guidelines may be subject to change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

Northumberland County Travel Guidelines

Is your origin/destination or time missing? Ask Customer Service. Places not listed may not have enough demand to provide for accurate times.

Montour County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Montour	Montour	9:00am thru 3:00pm	9:00am thru 3:00pm
Montour	Out of County	10:00am	2:00pm

Northumberland County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Dalmatia/Herndon/Dornsife	Dalmatia/Herndon/Dornsife	10:00am thru 1:00pm	11:00am thru 2:00pm
Dalmatia/Herndon/Dornsife	Shamokin/Coal Township (AKA Ferndale, Marshallton, Fairview)	10:00am thru 1:00pm	11:00am thru 2:00pm
Dalmatia/Herndon/Dornsife	Sunbury/Selinsgrove/ Northumberland	10:00am thru 1:00pm	11:00am thru 2:00pm
Dalmatia/Herndon/Dornsife	Lewisburg/Danville (AKA Mechanicsville)	10:00am thru 1:00pm	11:00am thru 2:00pm
Mt Carmel/Kulpmont	Mt Carmel/Kulpmont	8:00am thru 2:00pm	9:00am thru 3:00pm
Northumberland/Sunbury	Danville (AKA Mechanicsville)	9:00am thru 2:00pm	10:00am thru 3:00pm
Northumberland/Sunbury	Selinsgrove	9:00am thru 2:00pm	10:00am thru 3:00pm
Shamokin/Coal Township (AKA Ferndale, Marshallton, Fairview)	Shamokin/Coal Township (AKA Ferndale, Marshallton, Fairview)	8:00am thru 2:00pm	9:00am thru 3:00pm
Shamokin/Coal Township/ Mt Carmel/Kulpmont/	Elysburg	10:00am thru 1:00pm	11:00am thru 2:00pm
Shamokin/Coal Township/ Mt Carmel/Kulpmont	Danville (AKA Mechanicsville)	9:00am thru 2:00pm	10:00am thru 3:00pm
Shamokin/Coal Township/ Mt Carmel/Kulpmont/Elysburg	Sunbury/ Northumberland	9:00am thru 2:00pm	10:00am thru 3:00pm
Shamokin/Coal Township/ Mt Carmel/Kulpmont/Elysburg	Selinsgrove/Shamokin Dam	10:00am thru 1:00pm	11:00am thru 2:00pm
Sunbury/Northumberland	Sunbury/Northumberland	8:00am thru 2:00pm	9:00am thru 3:00pm
Watsonstown (AKA Dewart)/ Milton	Danville (AKA Mechanicsville)	9:00am thru 2:00pm	10:00am thru 3:00pm
Watsonstown/Milton/ Lewisburg	Sunbury/Northumberland/ Selinsgrove	10:00am thru 1:00pm	11:00am thru 2:00pm
Watsonstown (AKA Dewart)	Watsonstown (AKA Dewart)	10:00am thru 1:00pm	11:00am thru 2:00pm
Northumberland County	Out of County	Limited (10:00am thru 1:00pm)	Limited (11:00am thru 2:00pm)

Guidelines may be subject to change. Please confirm at the time of your trip reservation.
Visit the website www.rabbittransit.org for the most current information.

Union/Snyder County Travel Guidelines

Is your origin/destination or time missing? Ask Customer Service. Places not listed may not have enough demand to provide for accurate times.

Union/Snyder County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Lewisburg, West Milton	Lewisburg, Mifflinburg	8:00am thru 2:00pm	9:00am thru 3:00pm
Lewisburg, West Milton	Shamokin Dam, Selinsgrove, Sunbury, Northumberland	8:30am thru 1:00pm	9:00am thru 2:00pm
McClure, Beaver Springs, Beavertown, Middleburg	Lewisburg, Milton	10:00am thru 1:00pm	11:00am thru 2:00pm
McClure, Beaver Springs, Beavertown	Selinsgrove	9:00am thru 2:00pm	10:00am thru 3:00pm
Middleburg	Watsonstown	9:00am thru 2:00pm	10:00am thru 3:00pm
Millmont, Hartleton, Mifflinburg, Laurelton, Glenn Iron	Lewisburg	9:30am thru 1:00pm	10:30am thru 2:00pm
Millmont, Hartleton, Laurelton, Glenn Iron, Mifflinburg	Selinsgrove, Shamokin Dam, Sunbury, Northumberland	10:00am thru 1:00pm	11:00am thru 1:00pm
Millmont, Hartleton, Glenn Iron, Laurelton, Mifflinburg	Allenwood, Watsonstown, Milton	10:30am thru 1:00pm	11:30am thru 2:00pm
Mt. Pleasant Mills	Selinsgrove	9:00am thru 2:00pm	10:00am thru 3:00pm
Selinsgrove, Shamokin Dam	Mifflinburg, New Berlin	9:00am thru 2:00pm	10:00am thru 3:00pm
Selinsgrove, Shamokin Dam	Milton, Watsonstown	8:30am thru 1:00pm	9:30am thru 2:00pm
Union and Snyder County	Danville area	9:00am thru 1:00pm	12:45pm and 3:00pm
Union and Snyder County	Harrisburg/Hershey & Lebanon (Medical only Tuesday only)	8:30am thru 1:00pm	9:30am thru 2:00pm
Union and Snyder County	Williamsport Area (Wednesday only)	8:30am thru 1:00pm	9:30am thru 2:00pm
Union and Snyder County	Lewistown area (Monday, Wednesday, Friday only)	8:30am thru 1:00pm	9:30am thru 2:00pm

Guidelines may be subject to change. Please confirm at the time of your trip reservation.
Visit the website www.rabbittransit.org for the most current information.

Gather Your Group

Want to learn more about rabbittransit?

rabbittransit is available for outreach presentations to community groups who are interested in learning more about rabbittransit's services.

For more information, contact the Mobility Planning Office at 717-849-0721.



York County Average Arrival & Return Times

Origin	Destination	Average Arrival Time	Average Return Time
Dillsburg	Dillsburg	9:00am & 1:00pm	12:00pm & 4:00pm
Dillsburg	York	11:00am	1:30pm
Dover	Dover	8:30am & 12:00pm	11:00am & 2:00pm
Dover	York	10:30am	12:30pm & 3:30pm
Fawn Grove/Delta	York	11:00am	12:00pm & 3:30pm
Glen Rock/Stewartstown/ Shrewsbury/New Freedom	York	10:30am	12:30pm & 3:30pm
Glen Rock/Stewartstown/ Shrewsbury/New Freedom	Glen Rock/Stewartstown/ Shrewsbury/New Freedom	9:30am	1:00pm & 3:00pm
Hanover	Hanover	9:00am thru 2:00pm	10:00am thru 3:00pm
Hellam/Wrightsville/Craley	York	10:30am	12:30pm & 3:00pm
Jacobus	York	10:30am	12:30pm & 3:30pm
Lewisberry	York	10:30am	12:30pm & 3:30pm
Lewisberry	Lewisberry	10:00am & 1:30pm	1:30pm & 3:30pm
New Cumberland	York	10:30am	1:30pm & 3:30pm
Red Lion/Windsor/Dallastown	York	10:30am	12:30pm & 3:30pm
Red Lion/Windsor/Dallastown	Red Lion/Windsor/Dallastown	9:30am	1:00pm & 4:30pm
Spring Grove/Thomasville	York	10:30am	12:30pm & 3:30pm
Spring Grove/Thomasville	Hanover	10:30am	3:30pm
York	New Cumberland	10:00am	12:00 & 2:00pm
York	Lewisberry	10:00am	1:00pm & 3:00pm
York	Dover	10:00am	12:00pm & 2:00pm
York	York Haven/Manchester	10:00am	12:00pm & 2:30pm
York	Hellam/Wrightsville	10:00am	12:00pm & 1:30pm
York	York	7:00am thru 6:00pm	7:00am thru 6:30pm
York	Spring Grove/Thomasville	10:00am	12:00pm & 1:30pm
York	Glen Rock/Stewartstown/ Shrewsbury/New Freedom	10:00am	1:30pm & 3:00pm
York	Jacobus	10:00am	1:30pm & 3:00pm
York	Red Lion/Windsor	9:30am	1:30pm & 4:00pm
York	Fawn Grove/Delta	10:00am	11:00am & 1:30pm
York Haven/Manchester/ Mt. Wolf	York	10:30am	12:30pm & 3:30pm
York Haven/Manchester/ Mt. Wolf	York Haven/Manchester/ Mt. Wolf	9:30am & 1:30pm	1:30pm & 4:30pm
York County	Out of County	10:00am thru 1:00pm	12:00pm thru 2:00pm
York County	Lebanon VA Hospital	6:30am & 9:30am	12:30pm & 2:00pm

Guidelines may be subject to change. Please confirm at the time of your trip reservation. Visit the website www.rabbittransit.org for the most current information.

Different programs have different co-pays. Co-pays range in amounts because each passenger utilizes different funding sources. Please see Fare Charts pertaining to funding sources and trip purposes. A **rabbittransit** Call Center representative will confirm the cost of your co-pay for the specific trip you are booking at the time of reservation.

County Area Agencies on Aging may sponsor those who are 60-64 or age 65+. Many trips are sponsored to further reduce the cost to the passenger.

Adams County Fares

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+Miles)
Senior Shared Ride: 65 and older (Medical, Pharmacy, Dialysis, Housing, Banking, Senior Centers, Adult Day Care, Grocery Shopping, Laundry, Library, Post Office, Fitness/PT [†])	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65 and older (Any other trip purpose not noted)	\$2.35	\$3.30	\$4.60	\$6.65
Under 65 Shared Ride: 60 to 64 (Senior Centers, Adult Day Care, Dialysis, Fitness/PT [†])	\$0.00	\$0.00	\$0.00	\$0.00
Under 65 Shared Ride: 60 to 64 (Any other trip purpose not noted)	\$15.65	\$22.00	\$30.50	\$44.25
Persons with Disabilities (PWD)	\$2.35	\$3.30	\$4.60	\$6.65
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$3.00	\$3.00	\$3.00	\$3.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public	\$15.65	\$22.00	\$30.50	\$44.25
ADA Complementary Paratransit (ADA)*	\$2.00*	---	---	---

***ADA Fares based on Fixed Route Zones.** ADA Complementary Paratransit works for any trip that originates and ends within 3/4 mile (typically 7 city blocks) of a fixed route bus.

[†]Limited to 16 boardings per month for Fitness/PT.

Columbia County Fares

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+Miles)
Senior Shared Ride: 60 and older Necessity Trips: 4 Boardings per month (Banking, Grocery, Social Service, Food Bank)	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 60 and older (Medical, Pharmacy, Dialysis, Senior Center, Adult Day Care, Fitness/PT [†])	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 65 and older (Any other trip purpose)	\$2.10	\$3.35	\$5.40	\$6.75
Under 65 Shared Ride: 60 to 64 (Any other trip purpose)	\$14.00	\$22.25	\$35.75	\$45.00
Persons with Disabilities (PWD)	\$2.10	\$3.35	\$5.40	\$6.75
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public	\$14.00	\$22.25	\$35.75	\$45.00

Fares may be subject to change. Please confirm at the time of your trip reservation.

How Much Will I Pay?

Cumberland County Fares (Zones 1-4)

Paratransit Cash Fare Type	Zone 1 (0-1.99 Miles)	Zone 2 (2-4.99 Miles)	Zone 3 (5-9.99 Miles)	Zone 4 (10-14.99 Miles)
Senior Shared Ride: 60 and older (Medical, Pharmacy, Dialysis, Housing, Banking, Senior Centers, Adult Day Care, Grocery Shopping, Work, Social Services, Visit immediate family – spouse or children, Hospital/Nursing Home Admittance/Discharge, Laundry, Library, Post Office, Fitness/PT [†])	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65 and older (Any other trip purpose not noted)	\$1.90	\$2.20	\$2.40	\$3.00
Under 65 Shared Ride: 60 to 64 (Any other trip purpose not noted)	\$12.50	\$14.50	\$16.00	\$20.00
Persons with Disabilities (PWD)	\$1.90	\$2.20	\$2.40	\$3.00
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$0.00	\$0.00	\$0.00	\$0.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$12.50	\$14.50	\$16.00	\$20.00
ADA Complementary Paratransit (ADA)*	–	–	–	–

Cumberland County Fares (Zones 5-8)

Paratransit Cash Fare Type	Zone 5 (15-19.99 Miles)	Zone 6 (20-24.99 Miles)	Zone 7 (25-29.99 Miles)	Zone 8 (30+ Miles)
Senior Shared Ride: 60 and older (Medical, Pharmacy, Dialysis, Housing, Banking, Senior Centers, Adult Day Care, Grocery Shopping, Work, Social Services, Visit immediate family – spouse or children, Hospital/Nursing Home Admittance/Discharge, Laundry, Library, Post Office, Fitness/PT [†])	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65 and older (Any other trip purpose not noted)	\$3.60	\$4.20	\$4.80	\$5.10
Under 65 Shared Ride: 60 to 64 (Any other trip purpose not noted)	\$24.00	\$28.00	\$32.00	\$34.00
Persons with Disabilities (PWD)	\$3.60	\$4.20	\$4.80	\$5.10
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$0.00	\$0.00	\$0.00	\$0.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$24.00	\$28.00	\$32.00	\$34.00
ADA Complementary Paratransit (ADA)*	–	–	–	–

***ADA Complementary Paratransit.** Contact Capital Area Transit (CAT) for ADA fare details at www.cattransit.com or 717-238-8304.

[†]Limited to 16 boardings per month for Fitness/PT.

How Much Will I Pay?

Franklin County Fares

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+ Miles)
Senior Shared Ride: 60 and older (Grocery, Senior Center, Bank, Adult Day Care, Medical, Pharmacy, Dialysis, Social Services, Fitness/PT [†] , Visit, Work)	\$1.50	\$1.50	\$1.50	\$1.50
Senior Shared Ride: 65 and older (Any other trip purpose not listed above)	\$2.35	\$3.30	\$4.60	\$6.65
Senior Shared Ride: 60-64 (Shopping, Restaurant, Beauty Salon)	\$15.65	\$22.00	\$30.50	\$44.25
Persons with Disabilities (PWD)	\$2.35	\$3.30	\$4.60	\$6.65
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$15.65	\$22.00	\$30.50	\$44.25

Montour County Fares

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+ Miles)
Senior Shared Ride: 60 and older (Necessity Trips: 4 Boardings per month (Banking, Grocery, Social Service, Food Bank))	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 60 and older (Medical, Pharmacy, Dialysis, Senior Center, Adult Day Care, Fitness/PT [†])	\$0.75	\$0.75	\$0.75	\$0.75
Senior Shared Ride: 65 and Older (Any other trip purpose)	\$1.95	\$2.40	\$4.05	\$5.70
Under 65 Shared Ride: 60-64 (Any other trip purpose)	\$13.00	\$16.00	\$27.00	\$38.00
Persons with Disabilities (PWD)	\$1.95	\$2.40	\$4.05	\$5.70
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public	\$13.00	\$16.00	\$27.00	\$38.00

[†]Limited to 16 boardings per month for Fitness/PT.

Fares may be subject to change. Please confirm at the time of your trip reservation.

How Much Will I Pay?

Northumberland County Fares

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+Miles)
Senior Shared Ride: 60 and older <i>(Senior Centers, Senior Center Group Trips, Adult Day Care)</i>	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 60 and older <i>(Medical, Pharmacy and Dialysis)</i>	\$1.00	\$1.00	\$1.00	\$1.00
Senior Shared Ride: 65 and older <i>(Hair Dresser, Shopping, Recreation)</i>	\$2.10	\$3.35	\$5.40	\$6.75
Under 65 Shared Ride: 60 to 64 <i>Other trip purpose (i.e. Hair Dresser, Shopping, Recreation)</i>	\$14.00	\$22.25	\$35.75	\$45.00
Persons with Disabilities (PWD)	\$2.10	\$3.35	\$5.40	\$6.75
County Mental Health/Intellectual & Developmental Disabilities (MH/IDD) (Non-Sponsored Rates)	\$1.00	\$1.00	\$1.00	\$1.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public	\$14.00	\$22.25	\$35.75	\$45.00

Union/Snyder County Fares (Prices reflect one-way trips)

Paratransit Cash Fare Type	Zone 1 (up to 4.99 Miles)	Zone 2 (5-9.99 Miles)	Zone 3 (10-14.99 Miles)	Zone 4 (15 to 24.99 Miles)	Zone 5 (25 to 34.99 Miles)	Zone 6 (35+ Miles)
Senior Shared Ride: 65 and older <i>(Medical, Pharmacy and Dialysis)</i>	\$1.40	\$2.00	\$2.50	\$3.00	\$4.00	\$5.00
Senior Shared Ride: 65 and older <i>(Senior Center)</i>	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
Senior Shared Ride: 65 and older <i>(Other trip purpose)</i>	\$2.10	\$3.00	\$3.75	\$4.50	\$6.00	\$7.50
Under 65 Shared Ride: 60 to 64 <i>(Bank, Senior Center, Medical, Pharmacy, Dialysis and Adult Day Care)</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Under 65 Shared Ride: 60 to 64 <i>(Other trip purpose)</i>	\$14.00	\$20.00	\$25.00	\$30.00	\$40.00	\$50.00
Persons with Disabilities (PWD)	\$2.10	\$3.00	\$3.75	\$4.50	\$6.00	\$7.50
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General Public (Full Fare)	\$14.00	\$20.00	\$25.00	\$30.00	\$40.00	\$50.00

Fares may be subject to change. Please confirm at the time of your trip reservation.

How Much Will I Pay?

York County Fares

Paratransit Cash Fare Type	Zone 1 (up to 10.99 Miles)	Zone 2 (11-20.99 Miles)	Zone 3 (21-30.99 Miles)	Zone 4 (31+Miles)
Senior Shared Ride: 65 and older <i>(Senior Center & Adult Day Care)</i>	\$0.00	\$0.00	\$0.00	\$0.00
Senior Shared Ride: 65 and older <i>(Medical, Pharmacy, or Dialysis, Fitness/PT[†])</i>	\$1.50	\$3.00	\$3.50	\$4.50
Senior Shared Ride: 65 and older <i>(Any other trip purpose not noted)</i>	\$2.35	\$3.30	\$4.60	\$6.65
Under 65 Shared Ride: 60 to 64 <i>(MA eligible and going to Senior Center or Adult Day Care)</i>	\$1.50	\$6.50	\$7.00	\$8.25
Under 65 Shared Ride: 60 to 64 <i>(Any other trip purpose not noted)</i>	\$15.65	\$22.00	\$30.50	\$44.25
Persons with Disabilities (PWD)	\$2.35	\$3.30	\$4.60	\$6.65
Mental Health/Intellectual & Developmental Disabilities (MH/IDD)	\$3.00	\$3.00	\$3.00	\$3.00
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
General Public	\$15.65	\$22.00	\$30.50	\$44.25
ADA Complementary Paratransit (ADA)*	\$3.20*	---	---	---

***ADA Fares based on Fixed Route Zones.** ADA Complementary Paratransit works for any trip that originates and ends within 3/4 mile (typically 7 city blocks) of a fixed route bus. A one-way paratransit fare for ADA Complementary Paratransit is typically twice the amount of the current bus fare for fixed route.

[†]Limited to 16 boardings per month for Fitness/PT.

Fares may be subject to change. Please confirm at the time of your trip reservation.

Know Before You Go

When to be Ready

For both your and **rabbittransit**'s benefit, there is a 30-minute pick-up window. The pick-up window begins 15 minutes prior to your scheduled time and ends 15 minutes after your scheduled time. (Example: if your pick up time is 9:00am; your window is 8:45am to 9:15am). We ask that you please be ready and watch for your vehicle at the agreed pick-up location during this transportation window.

As our service area continues to grow, there is increased congestion, traffic and construction. There are also passengers

that require more time to board. This window of time allows us to shift schedules accordingly.

To assist all passengers to get to their appointments in a timely fashion, we ask that passengers be ready to board the vehicle when **rabbittransit** arrives. **rabbittransit** does not typically assist passengers up/down steps to any extent beyond boarding and exiting the bus.

Once vehicles arrive within the pick-up window at the scheduled location, **drivers will only wait 5 minutes until they depart.**

Where to Stand

Paratransit is considered door-to-door service, in which passengers are picked up at their boarding location and dropped off at their destination.

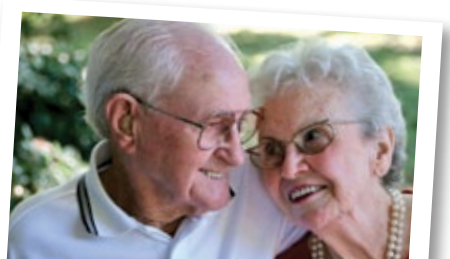
For Paratransit Service, passengers must be at the proper pick-up point during their transportation window. **rabbittransit** does not employ personal care attendants. If a rider needs help getting to and from a pick-up point, the rider must make the necessary arrangements for assistance.

Passengers must arrange for pick-up at a location that is safe for the vehicle and clear of any material that may impede movement of a passenger or vehicle. **rabbittransit** buses will stop as close as possible to the pick-up point. Passengers must have safe walkways and/or ramp

systems to enable them to access a bus if they are utilizing the Paratransit Service. The Paratransit System is wheelchair accessible.

Drivers are not responsible for a passenger if no one is at home or at the end destination to receive them. Should a caretaker not be at home to receive a passenger, **rabbittransit** will contact the associated funding agency to intervene.

Passengers will only be picked up and dropped off at their scheduled locations. Schedules cannot be changed after 12:00pm the day prior.



Fare/Co-Pay

Riders should have their fare or "co-pay" ready to give the driver upon boarding the vehicle. The co-pay or boarding fare can be paid with paratransit tickets or cash. We ask that the exact fare is provided because our drivers do not provide change as their primary focus is passenger safety.

Paratransit tickets may be purchased in advance online or by mail. To purchase

online, visit rabbittransit.org and click the "Fares & Passes" tab. Make your selection from a list of passes and proceed to the checkout area from there. Refer to the Fare Charts on page 16, 17 & 18 to identify which ticket amount is needed. If purchasing by mail, please send a check and a completed order form to: **rabbittransit**, 1230 Roosevelt Ave., York, PA 17404. Order forms can be mailed to you or found online.

Order of Drop-Off

The order of passenger pick-up and drop-off is not just based on geographical location. Each funding agency of the various Paratransit Programs designates a different and specific set of regulations to which **rabbittransit** must adhere. These

program regulations dictate how the service is provided and affects the order of passenger drop-off and pick-up. Multiple vehicles may be sent to one location. For example, multiple vehicles may be sent to a senior center to pick up different sets of people as the vehicles travel to different parts of the county.

Preparing for Long Ride Times

Utilizing Paratransit Service, a passenger's ride time will be longer than it takes to drive the trip in a personal vehicle given that the ride is shared among several people. For instance, if it takes you one (1) hour to reach a doctor's office traveling directly there in a personal vehicle, it may take you 90 minutes to two (2) hours to reach the same doctor's office when utilizing Paratransit Service.

Given the reality of long ride times, passengers should plan for their individual needs accordingly. This may include packing necessary supplies.

Please note that **rabbittransit** is not able to make additional stops at restroom facilities and the vehicles are not equipped with this amenity.

If a passenger has oxygen or another medical aid, it must be in a pack or be able to be properly secured. At times, our vehicles are delayed due to traffic, auto accidents, or unusual circumstances. Passengers must have enough oxygen to last the duration of their trip.

Special Needs Customers

While drivers have received some training for individuals with special needs, please understand that they may not be aware of all the conditions of our passengers or special arrangements that must be made.

If a passenger cannot be left unattended, it is the responsibility of the caregiver to

make the necessary arrangements to have a Personal Care Assistant (PCA) 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.

rabbittransit encourages passengers with special needs to utilize a PCA to ensure success in their transportation.

Mobility Devices/Aids

All passengers who utilize wheelchairs must be properly secured before the bus may move. It is recommended that wheelchairs and scooters are backed onto the bus.

Service animals are permitted on all **rabbittransit** vehicles.

Bus Lift Limitations

The average Paratransit bus has a lift that can accommodate a total combined weight of up to 800 pounds, which includes both the mobility device and the customer. The average lift platform can accommodate wheelchair dimensions of 34" x 51".

rabbittransit may or may not accommodate anything larger or heavier.

Driver Assistance

Passengers or a caregiver must be responsible for, and be able to handle, any such items as groceries, back packs, baggage, etc., that are brought onto the bus.

rabbittransit drivers will offer minimal assistance with packages, one trip of less than 20 lbs. Drivers will offer

assistance with the loading and unloading of personal

shopping carts. Passengers may board with as many packages as they can carry. All items must be kept out of the aisles.

rabbittransit drivers must be able to keep their bus in their view at all times, and cannot leave their passengers unattended. **rabbittransit** drivers are not permitted to enter homes to assist customers.

Seat Belts & Child Safety Seats

All passengers and PCAs are required to wear a seat belt if one is available.

On paratransit vehicles, customers must provide appropriate child safety seats according to Pennsylvania state law. We will not transport passengers on paratransit vehicles if appropriate child safety seats are not provided. Subcontractors may use school buses, which do not always accommodate child safety seats or contain seat belts, but these items are not required on school buses.

This information is subject to and contingent upon changes to Pennsylvania state law.

rabbittransit requires passengers to follow Pennsylvania state law.

- Remain seated while vehicle is in motion.
- Eating, drinking, and smoking on **rabbittransit** vehicles is prohibited.
- Please do not disturb or harass other passengers. The service suspension/termination policy is available upon request.
- Audio or video devices are allowed as long as headphones are used.
- Conversations on cellular devices should not distract the driver or other passengers.
- Please refrain from using profane language.

Disruptive Behavior

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

rabbittransit reserves the right to require a Personal Care Assistant (PCA). Arrangements must be made by the customer or designee when necessary.

Running Late

If you are at a medical provider and your appointment time is being delayed, please call us or have a representative from the doctor's office contact the **rabbittransit** Call Center immediately. It is good practice upon arriving at your medical appointment

to check in with staff to alert them that you are riding **rabbittransit** and inquire if the doctor you are planning to see is currently running on schedule. We want to avoid having the vehicle arrive for your return trip before you are seen by the medical provider.

Subcontractors

rabbittransit utilizes subcontractors to provide transportation. This means a passenger may be picked up by different providers in different types of vehicles (i.e. taxi cab, mini-van, van, bus, etc...). Not all vehicles will include a **rabbittransit** logo or signage, but a transportation company name should appear on the vehicle.



Service Animals

Service animals are permitted onboard the bus.

Summer Camp Riders & Resources

Summer Camp Programs are facilitated through the Medical Assistance Transportation Program and provide fixed route reimbursement, mileage reimbursement, or door-to-door transportation to county children to and from summer therapeutic camps. The mode you use will be determined by **rabbittransit** staff based on your needs. See further details within the MATP program description on page 8. Final determination of eligibility for the MATP Program is made by **rabbittransit** based upon the Department of Human Services state system guidelines.

The same application process for the MATP program applies for how to register for the Summer Camp Program. Summer Therapeutic Activities Program Camp (STAP) staff will coordinate trip reservations with **rabbittransit**. Please familiarize yourself with the “Know Before You Go” section on pages 20-21.

While we do not have a specific age limit for children to ride the bus, you may be required to provide a PCA for your child(ren). Cases will be reviewed as necessary by **rabbittransit**.

The Summer Therapeutic Activities Program (STAP) provider should receive the child at the program retaining any items belonging to the child (back packs, child safety seats, boosters, straps, etc.). It is imperative that a parent/guardian or a responsible adult is available at the door-to-door location to accept the child and their belongings (back packs, child safety seats, boosters, straps, etc.) when being dropped off in the afternoon.

Travel Training

Travel training is a free service designed to teach people how to use public transportation. **rabbittransit** offers travel training in which a passenger is paired with a travel trainer to ride the bus with them. Hands-on travel training instruction includes the following:

- Getting on and off of the bus safely
- Paying the fare
- Use of the bus lift and/or kneeler to board vehicles with a mobility device
- Positioning of mobility devices on bus
- Traveling safely, independently, and confidently while riding the bus

Each passenger's needs and abilities are different so training techniques will vary with each individual. Contact **rabbittransit** at 1-800-632-9063 to request travel training and a travel trainer will determine your needs with you and assist in determining your travel goals.

Appeal Process

Anytime **rabbittransit** must suspend or terminate a customer's service, that customer has the right to appeal **rabbittransit**'s decision. Should a customer wish to appeal **rabbittransit**'s decision to suspend or terminate service, there is a process to be followed by the customer and **rabbittransit**. Details of the Appeal Process are available upon request by calling **rabbittransit** staff.



Cancellations

It is critical that you call us if you will not be taking your trip. We require that passengers call at least one (1) hour in advance of their scheduled pick-up time to cancel. Passengers must notify the **rabbittransit** Call Center at 1-800-632-9063 or 717-846-7433 to cancel any scheduled trips. Cancellations not made in a timely manner expend resources when vehicles are dispatched. This ultimately factors into the cost it takes to provide service and may, in time, raise fares.

Any cancellations not made within one (1) hour of the scheduled pick-up (24-hour notice is preferred) will result in a “no show.” See below No Show Policy section.

Outside of regular Call Center hours, cancellation messages may be left on the dispatch voicemail. You will automatically be connected to this voicemail after regular hours when calling 1-800-632-9063 or 717-846-7433. Be sure to give the name of the passenger who has the trip. Please note: If you have a trip that is scheduled to be delivered prior to 9:00am, you may leave a message to cancel your trip. If your trip is after 9:00am, you must call in to the Call Center, which opens at 7:00am.

You may also cancel trips directly through the phone system when you receive your automated phone call the evening before the trip.

If you are part of a summer camp program and cancelling your trip, please also call the STAP provider to alert them of your absence.

No Show Policy

rabbittransit's definition of a “no-show” is any time a driver goes to pick up a customer and he or she decides not to use the service or is not at the pick-up site and has not called in to cancel his or her trip at least one (1) hour before the scheduled pick-up time.

We understand emergencies do occur. Should you encounter an emergency or crisis situation that can be documented and it causes you to miss your transportation appointment, you should contact the Call Center as soon as

possible to alert them of your serious circumstances. Please forward the necessary documentation to **rabbittransit**. Taking these proper steps may prevent your trip from being recorded as a “no show” and deter from any possible service suspensions.

The No Show Policy is available upon request by calling **rabbittransit** staff and/or by accessing **rabbittransit**'s website at **rabbittransit.org**. The service suspension/termination policy is also available upon request.

Return Trip Procedure

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 (1) 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 may be required to pay full fare.

Other Transportation Services

MATP Urgent Care

There is a provision within the Medical Assistance Transportation Program (MATP) for transportation for urgent care. The definition of “urgent care” includes any illness if left untreated could become a crisis or an emergency situation if not treated in a 24-hour period or discharge from a hospital.

If your transportation is subsidized by the MATP program and you need transportation for an urgent care matter, you should call

rabbittransit immediately. Urgent care requests can be made in two ways:

1. A direct request from a healthcare provider to the Mobility Planning Department, or
2. Self-referral. In the case of self-referral, **rabbittransit**'s Mobility Planning staff will make the appropriate contacts necessary for approval.

*MATP urgent care requests can be made by contacting the **rabbittransit** Call Center at 1-800-632-9063, Monday through Friday.*

FIXED ROUTE PROGRAMS

Free Transit Cards: As part of the Pennsylvania Senior Citizens Free Ride Program, passengers 65 years of age or older can ride free on the **rabbittransit** fixed route bus system. To be eligible for the Free Fare Program, passengers must register with **rabbittransit** to obtain a Commonwealth of Pennsylvania ID Card. To receive the Free Fare ID Card, passengers must present approved proof of age to a **rabbittransit** office. An application will be completed and the ID card will be issued immediately. Photocopies of the appropriate proof of age may also be mailed with an application in order to receive the ID card.

The following are Pennsylvania's approved proof of age documents: Birth Certificate, Baptismal Certificate, Naturalization Papers, Passport, Statement from Social Security Administration, Armed Forces Discharge/Separation Papers, Pennsylvania Identification Card, Photo Motor Vehicle Operator's License, Resident Alien Card, Pace Card or Veteran's Universal Access Identification Card.

Half Fare Program: A Medicare card is sufficient proof for eligibility for the Federal Half Fare program. Passengers with a disability, as defined by the Americans with Disabilities Act, may be eligible for a Pennsylvania Reduced-Fare Transit Identification Card to ride regular fixed route buses for one-half the regular full fare. Passengers may bring their Medicare card to a **rabbittransit** office to receive their identification card. If you do not possess a Medicare card, you may request to have an application mailed to you. A doctor will need to sign the application to verify your disability. Once this is done, you may either mail the completed application to **rabbittransit** or return it in person and a Reduced-Fare Transit Identification Card will be issued to you. Passengers over 65 may also use their Medicare Card to ride for half fare, however **rabbittransit** encourages them to apply for the free fare card and ride for free.

The Half Fare Program applies to cash fares only and is not to be used in coordination with a pass purchase or for **rabbitEXPRESS**.

Non-discrimination of Services

The Central Pennsylvania Transportation Authority (dba **rabbittransit**) operates its programs without regard to race, color or national origin.

Title VI “Statement of Policy”

CPTA is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. CPTA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is CPTA's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its



program of transit service delivery and related benefits.

Additional information concerning CPTA's Title VI obligations and the complaint procedure can be obtained by calling (717) 849-0709.

Central Pennsylvania Transportation Authority Diversity Statement

The diversity of the people of this region has been the source of innovative ideas and creative accomplishments throughout the counties' history and will provide inspiration into the future. Diversity refers to the variety of personal experiences, values, and worldviews that arise from differences of culture and circumstances. Our concept of diversity through inclusion embraces such differences as race,

ethnicity, gender, age, religion, language, abilities/disabilities, sexual orientation, socioeconomic status, geographic region and more.

In order for the Central Pennsylvania Transportation Authority to achieve its mission, it must seek to serve the diversity among its passengers, stakeholders and employees.

Limited English Proficiency Policy Statement and Available Resources

CPTA provides several options to assist in communicating with individuals who do not speak English. CPTA contracts with Certified Languages International to provide translation services. Customers should identify their need upon calling CPTA and CPTA will conference call in the

interpreter. For individuals who are hearing impaired, CPTA encourages customers to use the PA Relay Service. This service can be accessed by calling 711. The translation and interpretation services are free of charge.

Call Features

Shared Ride/ Paratransit Call Features:

rabbittransit utilizes an Interactive Voice Response (IVR) system for Shared Ride/ Paratransit passengers. This automated phone system is very similar to what medical providers have been using for the past several years.

For those who are signed up, riders receive an automated call on the evening before the trip to confirm the pick-up time, location and return time. For pick-up times, the system will provide a window of 30 minutes around your scheduled trip times (i.e. "You will be picked up between 3:45pm – 4:15pm for a scheduled 4:00pm trip").

This FREE service allows riders to skip calling rabbittransit to receive pick-up times for a trip the next day. Make sure rabbittransit has your current accurate phone number when booking your trip request.

What does the IVR automated phone system say?

- The system will confirm the pick-up times and locations for your trips.
- For pick-up times, the system will provide a window of 30 minutes around your scheduled trip times. (i.e. "You will be picked up between 3:45pm – 4:15pm for a scheduled 4:00pm trip")
- Please note, some destinations may be pronounced differently.

What else can the IVR automated phone system do?

- Call you just before your vehicle arrives – Known as the Imminent Arrival Feature, the system sends a call shortly before your vehicle arrives. This is most helpful for those carrying cell phones with them who have that cell phone number listed as the primary number on file.
- Cancel your trip – The system will allow you to cancel your trip (press #2). If the message goes to an answering machine/voicemail, you will be prompted to contact rabbittransit to make any change.
- Offer a Callback Feature – Instead of waiting on hold, the system allows you to opt to have a customer service agent call you back by prompting you to enter your phone number.

If you are signed up for the automated phone system and for some reason do not receive a call before 6:30pm the night before, call the rabbittransit Call Center before 7:00pm at 1-800-632-9063.

Questions? Speak with a customer service representative for more information on this easy-to-use, FREE service from rabbittransit.

Groups

There are occasions in which passengers wish to travel in a group from a specific location to a shared destination. It is important to note the parameters for "group" trips.


Qualified agencies, as defined by federal regulations (i.e. Senior Centers) must send their list of riders attending a "group" trip to rabbittransit at least three days prior to the trip. No changes can be made after 12:00pm the business day before the trip. When a qualified agency requests to book a "group" trip, the request must be made in writing electronically. It can be emailed to scheduling@rabbittransit.org.

Non-agency groups must follow standard Shared Ride Protocol, have each rider call their trip in individually to the Call Center no more than two (2) weeks before the date of the trip, but no later than 12:00pm the business day before the trip.

This is a "Shared Ride" program so if someone else outside of the "group" calls in and requests to go in the same direction, we will place additional passengers on the "group" vehicle if there is capacity.


There may be a minimum requirement for the number of participants for a "group" trip. Contact rabbittransit for your individual group questions.

SAVE TIME! Buy Paratransit Tickets Online



Purchase paratransit tickets in the co-pay amount needed for your Shared Ride/Paratransit trip.

Please allow three business days for online ticket orders to arrive. Orders received on Friday will be mailed Monday.



Visit rabbittransit.org and click the Shared Ride tab for Paratransit Ticket information.



415 Zarfoss Drive
York, PA 17404



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800-632-9063
rabbittransit.org

Effective July 2016

Schedules and programs may be subject to change. Visit www.rabbittransit.org for the most current information.