



RRTA

RED ROSE TRANSIT AUTHORITY

Serve with Respect

RRTA expects our customers to *Ride with Respect* and in return, customers expect RRTA to *Serve with Respect*.

RRTA Employees understand RRTA does not exist without our customers. We expect customers to treat RRTA employees and other fellow customers with respect, kindness and courtesy and we promise to do the same.

RRTA's Mission is to provide Safe, Efficient, Reliable and Courteous Transportation Services to Lancaster County Residents.

Our Employee Code of Conduct

We strive to adhere to this Code of Conduct every day we serve our customers showing that customer service is a top priority for all RRTA employees.

We promise to:

Treat our customers with courtesy and respect in a professional manner at all times.

Provide quality transportation services that are safe, efficient, reliable and courteous.

Strive to **BE NICE** in all aspects of your experience with RRTA.

B - BETTER
E - EXPECTATIONS
with
N - NEW
I - IMPROVED
C - CUSTOMER
E - EXPERIENCE

We thank you for using our services and we promise to do our best and **BE NICE** every time you ride RRTA.