



RRTA

RED ROSE TRANSIT AUTHORITY

Red Rose Access Services Guide

*Shared-Ride (Paratransit)
Transportation Information
Serving Lancaster County*



(717) 291-1243 • www.redrosetransit.com

Red Rose Transit Authority

45 Erick Road, Lancaster, PA 17601

Updated August 2019

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General Information

Customer Service Phone Hours

Red Rose Access, Shared-Ride Phone Hours

Monday–Friday, 7:30 a.m. to 5:30 p.m.,
Saturday and Sunday 8 a.m. to 4:30 p.m.

(717) 291-1243

Toll Free 1-800-892-1122

*On holidays when RRTA offices are closed,
please call (717) 509-8996 to leave a message.*



RRTA provides several options to assist communicating with individuals who do not speak English. RRTA contracts with Language Line Solutions to provide translation services. Customers should identify their need upon calling RRTA and RRTA will conference call in the interpreter.

For individuals who are hearing impaired, RRTA 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.

Office Hours

RRTA Information Center at Queen Street Station

225 North Queen Street,

Lancaster, PA 17603

Monday–Friday, 8 a.m. to 5:30 p.m., Saturday and Sunday 8 a.m. to 4:30 p.m.

(717) 393-3315

RRTA Operations Center

45 Erick Road, Lancaster, PA 17601

Monday–Friday 8 a.m. to 5:30 p.m.

(717) 397-5613

Our Mission

The Red Rose Transit Authority exists to provide effective public transportation services to the citizens of Lancaster County and to perform these services at the highest standards of safety, courtesy, reliability and efficiency.

Our Services

The Red Rose Transit Authority provides comprehensive public transportation services throughout Lancaster County. These include Red Rose Transit, our fixed-route bus service that operates 18 routes and Red Rose Access, our county-wide shared-ride, paratransit service operated by a private transportation provider.

Our Board

South Central Transit Authority (SCTA) is the management organization that oversees BARTA services in Reading, PA and Red Rose Transit in Lancaster, PA. SCTA Board Meetings are held at 6 p.m. on the third Wednesday of the month and rotate between the Lancaster and Reading offices. If any RRTA business is needed for a RRTA Board Meeting to be held it will be separately advertised and the meeting will be held immediately following the SCTA Board Meeting during the months that the SCTA Board Meetings are held in Lancaster. The meetings are held at RRTA's Operations Center, 45 Erick Road, Lancaster, PA.



Overview of Red Rose Access Services



Red Rose Access is not a "taxi" service and is not a non-stop ride for one person.

Red Rose Access does not provide emergency medical transportation services.

What is shared-ride (paratransit) services?

The Red Rose Transit Authority operates a shared-ride (paratransit) program called Red Rose Access for senior citizens and persons with disabilities in Lancaster County. This door-to-door transportation service is available to those who are unable to use RRTA's fixed-route bus system. It is a shared-ride transportation service where trips are grouped together depending upon their travel time and locations. These services are usually sponsored by a human service agency or the Pennsylvania Department of Transportation.

Red Rose Access offers many programs for specific needs. There is an application process and reservation requirements. Red Rose Transit Authority uses a contracted carrier to perform the service. The transportation is provided by Easton Coach Co.

This guide was created to help explain the various programs available and to help communicate the various guidelines and requirements for the Red Rose Access service.



Description of Red Rose Access Programs

Senior Shared-Ride Program

Senior Citizens who are 65 years of age or older are eligible. There is no restriction on purpose of the trip so seniors can travel for any kind of trip; medical appointments, shopping, recreation, senior centers and more. There is a copay each time a senior rides that averages about 15% of the total cost of the trip.

Senior Citizens Under 65

Senior Citizens under 65 needing transportation to medical appointments and senior centers may also qualify for Red Rose Access services. These trips are funded by the Lancaster County Office of Aging. Customers who fit this eligibility requirement are asked to contact the Lancaster County Office of Aging to complete the application process to determine program eligibility.

Medical Assistance Transportation Program (MATP)

County residents who have Medical Assistance (hold an Access Card) and meet specific requirements are eligible. The **MATP Program** provides free transportation to medical appointments and any service



that Medical Assistance pays for including, therapies, tests, dental visits, trips to the pharmacy and trips to medical equipment suppliers.

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

MATP Fixed-Route Reimbursement

Customers who have Medical Assistance and live along an established bus route and are able to use the fixed-route bus are eligible for **MATP Fixed-Route Reimbursement**.



MATP Mileage Reimbursement

Customers who have Medical Assistance and have access to private vehicles but cannot meet their own transportation needs may be eligible for the **MATP Mileage Reimbursement Program**. This reimbursement will be at a specified rate per mile for travel expenses. Physician verification (signature) is required on the mileage reimbursement form.

MATP Door-to-Door

Customers who have Medical Assistance may be eligible for the shared-ride transportation service provided by Red Rose Access for medical trips.

ADA Complementary Program (ADA)

Individuals with a qualifying disability preventing them from riding a regular RRTA bus may use Red Rose Access service under the **ADA program**.

The passenger must live or travel within $\frac{3}{4}$ of a mile of a bus route. This service operates during the same days and same hours as the fixed-route service. 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 ADA trip on the door-to-door service is typically twice the amount of the current fixed-route bus fare.



Persons with Disabilities Program (PWD)

Individuals with a disability are eligible for this program if they need transportation in areas (1) not served by the fixed route (mostly rural areas), (2) not eligible for any other funding sources and (3) are between the ages of 18 - 64. The cost of one-way fares for the Persons with Disabilities Program are based on the distance traveled.

RRTA fixed route system for part of their trip and the shared ride service for the other portion of the trip. The program is limited to a 10 mile radius of Lancaster City. Household income needs to be within 150% of the federal poverty level.

Lancaster County Behavioral Health/Developmental Services (BHDS) Program

This program provides rides for eligible clients of supporting BHDS Programs traveling to and from sheltered workshops.

For Those Using Human Services Agencies. Individuals receiving services from Lancaster County human service agencies may also qualify for Red Rose Access services. Individuals should consult their human service agency to inquire about the availability of transportation services.

Access to Jobs

Individuals who work first, second and third shift can travel to and from work at times when the fixed route bus is not operating. The Access to Jobs program encourages customers to use the



Senior Citizen Shared-Ride Program



Senior Citizen Shared-Ride Program

Senior Citizens who are 65 years of age or older are eligible. There is no restriction on purpose of the trip, so seniors may travel for medical appointments, shopping, recreation, senior centers and more. There is a copay each time a senior rides that averages about 15% of the total cost of the trip.

Senior Citizens Under 65

Senior Citizens under 65 needing transportation to medical appointments and senior centers may also qualify for Red Rose Access services. These trips are funded by the Lancaster County Office of Aging. Customers who fit this eligibility requirement may contact the Lancaster County Office of Aging at (717) 299-7979 for eligibility and additional information.

Applying for the Senior Citizen Shared-Ride Program

An application must be completed to be eligible for the service. An application can be obtained by:

Phone: Call (717) 291-1243 and a customer service representative will mail one.

In Person: Applications can also be obtained at: The RRTA Information Center at Queen Street Station or the RRTA Operations Center.

Proof of Age is required for the programs approval. A copy of the proof of age must be attached with the senior application. The following are the acceptable proof of age documents:

- A valid driver's license
- A PA State Photo ID
- A birth or baptismal certificate
- Armed Forces discharge or separation papers
- A passport
- Naturalization papers
- PACE Card
- Statement of age verification from the Social Security Administration

Scheduling a Trip

Trip reservations may be scheduled by calling (717) 291-1243 between 7:30 a.m. and 5:30 p.m., Monday through Friday and 8 a.m. to 4:30 p.m. Saturday and Sunday. Trips must be scheduled at least one day in advance. Customers can call up to two weeks before their appointment to reserve a ride. Transportation is generally available Monday through Saturday from 5:30 a.m. to 11 p.m. and Sunday from 7 a.m. to 7 p.m. for trips where the pick-up address and destination are located within 3/4 miles of fixed-route bus service.

Also, Monday through Friday transportation is available to travel 10 miles outside of the county borders of Lancaster and Berks. Please check with the office for availability of days and times based on where you would like to travel. All "Out of County" trips must be scheduled by 5:30 p.m. a minimum of 2 days prior to the appointment, not including Saturdays and Sundays.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return time
- Any special assistance requirements

Customers should be ready early and wait for the driver at the exact address given when making the reservation. Customers should wait where they can see the vehicle approach. The driver will only wait 5 minutes for the customer.



ADA Complementary Shared-Ride Program

ADA Complementary Shared-Ride Program

Individuals who have a disability may be eligible for shared-ride transportation with Red Rose Access if their disability prevents them from independently boarding an RRTA bus. ADA requires transportation to be provided within 3/4 mile radius of fixed-route bus service. If there is no fixed-route bus service, transportation is not required.

What is the Americans with Disabilities Act (ADA) ?

The Americans with Disabilities Act (ADA) is a civil rights law. The intent of the ADA is to remove barriers that have prevented people with disabilities from fully participating in life. Under the ADA, Fixed Route service (regular city buses) is to be the primary means of public transportation for everyone, including people with disabilities.

Applying for the ADA Shared-Ride Program

An application must be completed to determine eligibility. An application may be obtained by:

Phone: Call (717) 291-1243 and a customer service representative will mail the application.

RRTA provides several options to assist communicating with individuals who do not speak English. RRTA contracts with Language Line Solutions to provide translation services. Customers should identify their need upon calling RRTA and

RRTA will conference call in the interpreter.

For individuals who are hearing impaired, RRTA 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.

In Person: Applications may also be obtained and completed at:

The RRTA Information Center at Queen Street Station, 225 N. Queen St., Lancaster or the RRTA Operations Center, 45 Erick Rd., Lancaster.

A physician must certify the applicant's disability for program approval.

How quickly can an ADA Complementary Shared-Ride application be processed?

Within 21 days of receiving an ADA application for service, RRTA is required to make a determination of eligibility.

Scheduling a Trip?

Trip reservations may be scheduled by calling (717) 291-1243 between 7:30 a.m. and 5:30 p.m., Monday through Friday and 8 a.m. to 4:30 p.m. Saturday and Sunday. Trips must be scheduled at least one day in advance. Service is available Monday through Saturday from 5:30 a.m. to 11 p.m. and Sunday from 7 a.m. to 7 p.m. depending upon the availability of regular fixed-route services.

In accordance with the ADA, RRTA may be required to adjust your scheduled pick-up to coordinate with other customer requests.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return time
- Any special assistance requirements

Customers should be ready early and wait for the driver at the exact address given when making the reservation. Customers should wait where you can see the vehicle approach. The drivers can wait only 5 minutes.

How much does it cost to ride?

ADA Certified individuals will pay no more than twice the fare of someone riding the same route on an RRTA fixed-route bus. Payments are due at time of boarding the vehicle.

Can I travel with a friend?

A companion may travel with you. Your companion will pay the same fare as you for each ride. Additional fare paying companions will be permitted if space is available. If approved during the application process, a Personal Care Attendant (PCA) may ride with you to assist with your mobility needs; the PCA will ride at no cost.

How to Cancel a Trip?

Customers should call as soon as they know that they no longer need their trip. If customers must cancel on the same day the trip is scheduled, call (717) 291-1243 at least 45 minutes prior to the scheduled pick-up time.

If the customer does not cancel the trip, a "No Show" will be issued.

ADA "No Show" Policy

Failure to cancel a trip at least 45 minutes in advance of the scheduled pick-up time or choosing not to travel upon arrival of the vehicle will result in a "No Show".

Customers who receive 3 "No Shows" in one calendar month period will be suspended for 7 days.

Out of Town Visitors for ADA

If a visitor does not have ADA eligibility documentation from another jurisdiction, we will still provide service. We may request proof of residency, and if the disability is not apparent, documentation of the individual's disability. We will accept a certification by the visitor that he or she is unable to use fixed route transit. This means that we cannot require documentation beyond the visitor's "say so" that he or she cannot use the fixed-route system.



Medical Transportation Assistance Program (MATP)

Medical Transportation Assistance Program (MATP)

County residents who have Medical Assistance (hold an ACCESS Card) and meet specific requirements are eligible. The MATP program provides free transportation to medical appointments and any service the Medical Assistance pays for including therapies, tests, dental visits, trips to the pharmacy and trips to medical equipment suppliers. In Lancaster County, RRTA manages the MATP Program.

Various transportation options are available under the MATP Program based on accessibility including: fixed-route transportation, mileage reimbursement and door-to-door service. RRTA is required to provide customers with the least expensive most appropriate service available for the customer.

MATP Shared-Ride Service

is a shared-ride transportation service provided by Red Rose Access vans.

Applying for the MATP program

An application must be completed within 30 days of the date of recipient's eligibility for the MATP to be verified. Eligible recipients may be transported for up to 30 days without a signed application. An application can be obtained by:

Phone: Call (717) 291-1243 and a customer service representative will mail the application.

In Person: at RRTA's Operations Center
45 Erick Road, Lancaster

Completed applications must be sent to RRTA to keep on file. Individuals are required to have their disability certified by their physician.

Scheduling a Trip?

Trip reservations may be scheduled by calling (717) 291-1243 between 7:30 a.m. and 5:30 p.m., Monday through Friday and 8 a.m. to 4:30 p.m. Saturday and Sunday. Trips must be scheduled at least one day in advance. Service is available Monday through Saturday from 5:30 a.m. to 11 p.m. and Sunday from 7 a.m. to 7 p.m. depending upon the availability of regular fixed-route services.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return time
- Any special assistance requirements

Customers should be ready early and wait for your driver at the exact address given when making the reservation. Customers should wait where you can see the vehicle approach. The drivers can wait only 5 minutes for you.

Scheduling "Out of County" Trips

All "Out of County" trips must be scheduled by 5:30 p.m. a minimum of 2 days prior to the appointment, not including Saturdays and Sundays. Please check with the office for



availability of days and times based on where you would like to travel. All trips must be verified with the provider prior to transportation and cannot be done on Saturdays or Sundays. Once the customer calls our office with the trip information, they must call our office after 3 p.m. the day before the appointment to inquire about their pick-up time for the following day.

Escort Policy

You may bring someone with you as an escort at no cost 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 physicians statement is necessary to verify this information.

MATP Fixed-Route Reimbursement

is for customers who live along an established RRTA bus route and are able to use the fixed-route bus. You will receive a ticket or monthly pass and an instruction sheet on the proper use of the tickets/pass. The tickets/pass can be used only to providers who are approved by Medical Assistance for the services that you receive.

MATP Mileage Reimbursement

is for customers who have access to private vehicles but cannot meet their own transportation needs. This reimbursement will be at a specified rate per mile (currently \$0.12 per

mile) for travel expenses. Physician verification and or provider of service (i.e. pharmacy) is required. Reimbursements will be processed on a bi-weekly basis. All mileage is verified using Google Maps.

MATP Complaint Process

A complaint is any issue or dispute or objection you express to us about our agency or about the coverage, operations or policies of the MATP. If you have a complaint about our services, about how you were treated by our staff or a driver, or about our policies and procedures, please tell us. We will record your complaint, investigate it and respond to you within three days. You may register a concern with any Customer Service Representative but the Manager of Customer Service investigates all concerns.

Appeal Process

We are required to give you a written notice if we deny your request for MATP transportation or for mileage reimbursement. We are also required to give you written notice in advance if we plan to reduce or change your services or suspend you from the program for any length of time. The notice will tell you the reasons for our action, when the action will go into effect and your rights to appeal the action.

You can get free legal assistance if you need help with an appeal by calling your local legal services office at 848-3605 or the PA Health Law Project at 1-800-274-3258.

Persons With Disabilities Program (PWD)

Persons With Disabilities Program (PWD)

Individuals with a disability are eligible for this program if they need transportation in areas that are not served by the fixed route (mostly rural areas).

To qualify for the PWD program you must:

- Be between the ages of 18 and 64
- Have a disability as defined by the ADA and your disability must be certified by a physician or agency
- Live in suburbs and be more than 3/4 miles from a bus route or need transportation in areas not served by the fixed-route.

The Persons with Disabilities program does not replace services already being provided by Red Rose Access. It has been designed to be the funding source of last resort.

Applying for the Persons With Disabilities Program

An application must be completed to determine eligibility for the service. An application can be obtained by:
Phone: Call (717) 291-1243 and a customer service representative will mail one.

In Person: at RRTA's Operations Center
45 Erick Road, Lancaster

Individuals are required to have written verification of a disability.

Scheduling a Trip

Trip reservations may be scheduled by calling (717) 291-1243 between 7:30 a.m. and 5:30 p.m., Monday through Friday and 8 a.m. to 4:30 p.m. Saturday and Sunday. Transportation for the PWD program is generally available Monday through Friday between 5:30 a.m. and 6:30 p.m. Also, Monday through Friday transportation is available to travel 10 miles outside of the county borders of Lancaster and Berks. Please check with the office for availability of days and times based on where you would like to travel. All "Out of County" trips must be scheduled by 5:30 p.m. a minimum of 2 days prior to the appointment, not including Saturdays and Sundays.

Trips must be scheduled at least one day in advance. Transportation for the PWD program is generally available Monday through Friday between 5:30 a.m. to 6:30 p.m.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return time
- Any special assistance requirements

Customers should be ready early and wait for your driver at the exact address given when making the reservation. Customers should wait where you can see the vehicle approach. The drivers can wait only 5 minutes.

Traveling with a personal care attendant

If you require the assistance of a personal care attendant to meet your mobility needs, your attendant may ride for free only if you are certified in advance to travel with an attendant.

A companion may travel with the customer. The companion will pay the full fare.

Getting Started - Application Process

Some government agencies and non-profit organizations help fund the entire cost of transportation for customers or they pay a portion, leaving the customer with a smaller co-pay fare for each trip. Each program under Red Rose Access has different application and program guidelines to be eligible.

Once the correct application is completed and approved a customer can make reservations for their transportation needs.

How to Apply

1. To receive an application by mail call (717) 291-1243 or 1-800-892-1122. Applications are also available on our website at www.redrosetransit.com.

2. All applications can be mailed to RRTA, 45 Erick Road, Lancaster, PA 17601, faxed to 717-397-4761 or emailed to applications@sctapa.com.

3. To apply in person, stop by the RRTA Information Center, 225 North Queen Street or the RRTA Operations Center, 45 Erick Road, Lancaster.

4. Proof of age is required for some programs to apply. The acceptable proof of age include: Birth Certificate, Baptismal Certificate, Driver's License, PACE Card, State ID, Armed Forces Discharge/Separation papers, Passport or Naturalization Papers, Statement of Age from Social Security Administration or Resident

Alien Card.

The application process takes about 5 to 7 business days for acceptance.

Upon acceptance, the applicant will receive an acceptance letter and information packet.

Reservation Process

How do I schedule a trip?

All shared-ride door-to-door trips require an advance reservation. All reservations must be made at least one day prior to the scheduled trip. You may schedule a trip as far ahead as two weeks. Recurring trips may also be scheduled to happen automatically without further calls to RRTA. These trips are placed on a "standing order" reservation.

Scheduling a trip can be done by calling (717) 291-1243, Monday through Friday between 7 a.m. and 5:30 p.m. or Saturday and Sunday between 8 a.m. and 4:30 p.m.

What information do I need to schedule a trip?

- Name
- The date of the trip
- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return time
- Any special assistance requirements

Please be advised if a customer cannot be left alone, someone must be present at their destination drop-off address. Drivers are not responsible for the passengers once they have been dropped off at their final destination.

Escorts

Escorts/Companions

An escort/companion may travel with you on your trip.
The escort/companion will pay the same fare as the customer.

Be Prepared for Your Trip

When To Be Ready

Please be ready early and wait at the exact address used when scheduling your trip. The driver will only wait five minutes for you. Your promptness and consideration for other customers is appreciated.

Paying Your Fare

Customers should have the co-pay ready when boarding the vehicle. The co-pay needs to be paid in cash. Please have the exact fare for the trip. The drivers do not provide change.

All co-pays are due upon boarding the vehicle. If you have a co-pay for your trip, you must pay the driver when you board the vehicle.

Preparing for the Long Ride Times

Shared-ride service is not "taxi" or non-stop service for one individual. Passengers share the vehicles with others taking trips at similar times in similar directions. Utilizing shared-ride services, a customer's ride time will be approximately two (2) and 1/2 times as long as it may take to drive the trip in a personal vehicle. For instance, if it takes you one hour to reach a doctor's office traveling directly there in a personal vehicle, it may take you two and 1/2 hours to reach the same doctor's office when utilizing Red Rose Access shared-ride services.

Given the reality of long ride times, passengers should plan for their individual needs accordingly. This may include packing necessary supplies. Please note that RRTA is not able to make additional stops at rest room facilities and the vehicles are not equipped with this amenity.

If a customer 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. Customers must have

enough oxygen to last the duration of their trip.

Mobility Devices/Aids

All passengers who utilize wheelchairs must be properly secured before the vehicle may move.

Service animals are permitted on all RRTA vehicles.

Vehicle Lift Limitations

The average Paratransit vehicle 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". Red Rose Access may or may not accommodate anything larger or heavier. If you have any questions, please contact our office.

Driver Assistance

If you need assistance, our drivers will gladly lend you a hand within reason. Drivers may not enter your residence to provide assistance for security reasons.

Seat Belts

All customers and escorts are required to wear a seat belt if one is available.

Child Safety Seats

On shared-ride vehicles, customers must provide appropriate child safety seats according to Pennsylvania state law including; child safety seats for children under 4 and a booster seat for children between the ages of 4 and 8. We will not transport passengers on shared-ride vehicles if appropriate child safety seats are not provided.

Carry-on Packages

Passengers using Red Rose Access for shopping should bring no more than five grocery bags (maximum weight of 50 lbs.) aboard the vehicle.

Fares - How Much Do I Pay?

Red Rose Access Fares

As of July 1, 2017

MILEAGE BASED FARES

| Fare Tiers | Full Fare | 15% Co-Pay | PWD Co-Pays | ADA |
|--|------------------|-------------------|------------------------|---------------|
| 0-1.99 Miles | \$13.70 | \$2.10 | \$2.40 | \$2.40 |
| 2-3.99 Miles | \$17.30 | \$2.60 | \$2.60 | \$2.40 |
| 4-5.99 Miles | \$21.00 | \$3.15 | \$3.15 | \$2.40 |
| 6-9.99 Miles | \$31.50 | \$4.75 | \$4.75 | \$4.00 |
| 10-15.99 Miles | \$38.30 | \$5.75 | \$5.75 | \$4.25 |
| More than 16.0 Miles | \$45.25 | \$6.80 | \$6.80 | \$4.50 |
| Out of County - 10 Miles Outside County | \$50.00 | \$7.50 | \$7.50 | ---- |
| | | | | |

Personal Care Attendants ride free.

Companions and Escorts pay full fare

Senior Center Fares

| | |
|-------------------------------|---------------|
| 0 Miles - 1.99 Miles | \$1.75 |
| 2 Miles - 3.99 Miles | \$2.25 |
| 4 Miles - 5.99 Miles | \$2.70 |
| 6 Miles - 9.99 Miles | \$4.05 |
| 10 Miles - 15.99 Miles | \$4.90 |
| More than 16.0 Miles | \$5.80 |

Cancellations & No Show Policy

Cancelling a Trip

Customers should call as soon as they know that they no longer need their trip. If customers must cancel on the same day the trip is scheduled, call (717) 291-1243 at least 45 minutes prior to the scheduled pick-up time.

If the customer does not cancel the trip, a "No Show" will be issued. If you receive several no shows you may be placed on suspension and not be able to use the service.

Customers can call RRTA from 7:30 a.m. until 5:30 p.m. weekdays, and 8:00 a.m. until 4:30 p.m. on Saturdays and Sundays. Customers may contact the carrier directly for cancellations at times RRTA is not available by calling (717) 396-1001 for Easton Coach.

No Show Policy

A "No Show" occurs when a RRTA provided vehicle arrives on-time for a scheduled trip, but the customer elects not to take the trip and has not cancelled the trip ahead of time.

- Customers must, whenever possible, cancel unwanted trips through the RRTA office at (717) 291-1243 at least thirty (30) minutes prior to their pick-up time
- Customers must be ready to ride, waiting at the address used in scheduling their trip.
- If a RRTA vehicle arrives on-time for a scheduled pick-up and after waiting five (5) minutes the customer is not present, or decides not to take the trip, the customer will be considered a "No Show".

- On-time is defined as when the vehicle arrives at your scheduled pick-up time. If a vehicle arrives early, the customer is not obligated to board until their scheduled pick-up time.
- Even though an individual may fail to contact RRTA to cancel a trip, the return trip will not be automatically cancelled. The return trip will remain on the schedule.
- RRTA can impose sanctions for a pattern and practice of "No Shows" as listed below:

Trips missed by customers for reasons beyond their control, including trips missed due to RRTA driver or system error, will not count in assessing "No Show" penalties. (However, the customer must inform RRTA about such circumstance)

RRTA will track and document all customer "No Shows" in customer's files. Before any penalties are imposed, RRTA will notify the customer in writing and provide a list of the "No Show" trips incurred.

Customers have the right to appeal or dispute RRTA "No Show" findings.

Upon request, RRTA will research "No Shows" for customers.

"No Show" Policy Penalties

RRTA can impose sanctions for a pattern and practice of missed trips by a customer. A pattern or practice involves intentional, repeated,

or regular actions, not an isolated, accidental, or singular incident. A review of a customer's "No Shows" can occur if there are at least three (3) "No Shows" within a 30-day period. A sanction could be imposed if more than 50% of all trips scheduled during that period were "No Shows" that were not beyond the customer's control.

by our staff or a driver, or about our policies and procedures, please tell us. You can call at 717-291-1243 or email us at info@redrosetransit.com. We will record your complaint, investigate it and respond to you within five (5) days. Copies of the complaint, agency responses/resolutions and corrective action plan will be kept on file.

After one (1) "No Show", RRTA will issue a documented written warning to the customer with a copy of the "No Show" Policy.

After two (2) "No Shows" within a 30-day period, RRTA will again issue a documented written warning to the customer.

After three (3) "No Shows" within a 30-day period, AND if more than 50% of all trips scheduled during that period were "No Shows" that were not beyond the customer's control, a one week (7 days) suspension of service may occur.

Appeal Process

Anytime RRTA must suspend or terminate a customer's service, that customer has the right to appeal RRTA's decision. There is an appeal process that will be followed. Details of the Appeal Process are available upon request by calling Red Rose Access staff.

Complaint Process

A complaint is any issue or dispute or objection you express to us about our agency or about the coverage, operations or policies. If you have a complaint or compliment about our services, about how you were treated

Customer Etiquette

- Remain seated while vehicle is in motion.
- Eating, drinking, and smoking on Red Rose Access vehicles is prohibited.
- Please refrain from using profane language.
- Please keep all electronic devices at a low volume as a courtesy to passengers and the driver. Playing music (except with earphones) is prohibited on RRTA vehicles.

Disruptive Behavior

RRTA may discontinue the service of any customer who endangers the safe operation of the vehicle, endangers another passenger, themselves, or the driver. A warning will be issued at least ten (10) days in advance of suspension for no less than thirty (30) days or permanently, depending on the severity of the act.

Winter Weather Tips

1. Check the local radio and TV stations to make sure that Red Rose Access will be operating. TV Stations: WGAL-TV8; WHTM-TV27; WLYH-TV 15. Radio Stations: WLPA 1490 AM/WROZ 101.3; WLAN/FM97; WIOV 105 FM; WSBA 910 AM/WARM 103 FM; WDAC 94.5 FM; WRVV 97.3 FM
2. Check the RRTA Website - www.redrosetransit.com
3. Call Red Rose Access at 717-291-1243 as soon as possible to cancel any trips.

Please Note: Red Rose Access does not operate on delays when your agency, doctor's office or destination is opening at a later time.

4. Please make sure that a path from your front door to the street is clear of ice and snow. If there is not a safe path to the vehicle, the drivers have been instructed not to provide transportation. This is for your safety as well as the driver.
5. Please be ready a few minutes earlier than your originally scheduled pick-up time, just in case the driver does arrive early.

Title VI Program

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI RED ROSE TRANSIT AUTHORITY

RRTA operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes she or he have been subjected to discrimination on the basis of race, color, or national origin may file a complaint with RRTA.

For more information on RRTA's civil rights program and the procedures to file a complaint, contact RRTA at 717-397-5613 (TDD 717-358-1935); email info@redrosetransit.com; or visit our administrative office at 45 Erick Road, Lancaster, PA 17601. For more information, visit <http://www.redrosetransit.com/title-vi-program.html>.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language contact 717-397-5613.

NOTIFICANDO AL PÚBLICO DE LOS DERECHOS BAJO EL TÍTULO VI AUTORIDAD DE TRÁNSITO RED ROSE

RRTA opera sus programas y servicios sin tener en cuenta la raza, el color, u origen nacional en acuerdo con el Título VI del Acta de los Derechos Civiles.

Cualquier persona que crea que ella o él ha sido sujeto de discriminación basada en raza, color, u origen nacional puede someter una querella con RRTA.

Para más información en el programa de derechos civiles de RRTA y del procedimiento para someter una querella, comuníquese con RRTA al (717) 397-5613 (TDD 717-358-1935); email info@redrosetransit.com

O visite nuestras oficinas administrativas localizadas en 45 Erick Rd, Lancaster, PA 17601. Para más información, visite <http://www.redrosetransit.com/title-vi-program.html>

El querellante puede someter una querella directamente con la Administración de Tránsito Federal sometiendo una querella a través de la Oficina de los Derechos Civiles, "Attention: Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590"

Si necesita más información en otro lenguaje llame al 717-397-5613

Policy Statement

In accordance with the U.S. Department of Transportation, Federal Transit Administration, Circular C4704.1, dated July 26, 1988, it is the policy of the Red Rose Transit Authority that Equal Employment Opportunity will be afforded to all individuals regardless of race, color, creed, national origin, sex, disability or age who are employed or who desire employment with the Red Rose Transit Authority. Further, the Authority is committed to undertake an Affirmative Action Program, including goals and timetables, in order to overcome the effects of past discrimination on minorities and women. The responsibility for the implementation of the EEO Program has been assigned to the Authority's Director of Capital Improvements. However, all management personnel at the Authority share in this responsibility and will be assigned specific tasks, as appropriate, to assure compliance is achieved. Any applicant or employee has the right to file a complaint alleging discrimination with the Authority's EEO Officer, Jeffrey Glisson, or the Pennsylvania Human Relations Commission. Recognizing the importance of this program, the performance of Managers and Supervisors of the Authority will be evaluated on the success of the EEO Program the same way as their performance on other Authority goals. It is the belief of the Red Rose Transit Authority that successful achievement of EEO goals will provide benefits to the community through fuller utilization and development of previously underutilized human resources.

Igualdad de oportunidad de empleo - Declaración

De acuerdo con el Departamento de Transportación de U.S., la Administración Federal de Tránsito, Circular C4704.1, con fecha de 26 de Julio de 1988, es la póliza de la Autoridad de Tránsito Red Rose que dará igual oportunidad de empleo a todos los individuos sin tener en cuenta su raza, color, religión, origen nacional, sexo, o edad de los que estén empleados o que deseen ser empleados por la Autoridad de Tránsito Red Rose. Además, la autoridad está comprometida a encargarse de un Programa de Acción Afirmativa, incluyendo metas y horarios, con el propósito de superar los efectos de las discriminaciones pasadas contra la mujer y las minorías. La responsabilidad de implementación del Programa EEO (Igualdad de oportunidad de empleo con siglas en inglés) ha sido asignada al Director de la Autoridad para Mejoras Capitales. No obstante, todo el personal de la gerencia en la Autoridad comparte esta responsabilidad y cada uno será asignado a tareas específicas, tan apropiadas, para asegurar que el Programa siga sus regulaciones como están estipuladas. Cualquier solicitante o empleado tiene el derecho de hacer una querrela, alegando discriminación, con el Oficial de la Autoridad EEO, Jeffrey Glisson, o con la Comisión de Relaciones Humanas de Pennsylvania. Reconociendo la importancia de este programa, el rendimiento de la gerencia y/o supervisores de la Autoridad será evaluado en el éxito del Programa EEO en la misma forma que su rendimiento en las metas de la Autoridad. Es la creencia de la Autoridad de Tránsito de Red Rose que el éxito que se alcance en las metas de EEO proveerá beneficios a la comunidad con relación a una utilización más completa y en el desarrollo de los recursos humanos previos que no han sido utilizados.

American With Disabilities Act (ADA) Reasonable Modifications

On March 13, 2015, the Federal Department of Transportation issued a Final Rule affecting 49 CFR Parts 27 and 37: Transportation for Individuals With Disabilities; Reasonable Modification of Policies and Practices. The purpose behind this final rule is, "...specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities." The modification requires Federal funding recipients make reasonable accommodations in policies, practices, or procedures, when necessary, to avoid discrimination on the basis of disability unless recipients can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden. This requirement, applying to both fixed-route and paratransit services, is effective July 13, 2015.

RRTA's Reasonable Modification request process is consistent with the ruling: (1) individuals requesting modifications are asked to describe what they need in order to use the service; (2) individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations; (3) when feasible, requests for modifications should be made in advance; (4) operating personnel may make a determination for modification at the time of service—management may be consulted to grant/deny the request.

Requests may be submitted to the Reasonable Modification Officer, 45 Erick Road, Lancaster, PA 17601 or by email info@redrosetransit.com or by phone (717) 397-4246. For more information, visit <http://www.redrosetransit.com>

Americans with Disabilities Act (ADA) Modificación Razonable

El 13 de marzo de 2015, el Departamento Federal de Transporte emitió una norma definitiva que afecta a 49 CFR Partes 27 y 37: Transporte para Personas con Discapacidad; Modificación Razonable de Políticas y Prácticas. El propósito detrás de esta regla final es: "... específicamente para disponer que se necesitan entidades de transporte para hacer modificaciones razonables / alojamiento en las políticas, prácticas y procedimientos para evitar la discriminación y garantizar que sus programas sean accesibles a las personas con discapacidad." La modificación requiere beneficiarios federales de financiación hacen ajustes razonables en las políticas, prácticas o procedimientos, cuando sea necesario, para evitar la discriminación por motivos de discapacidad a menos beneficiarios pueden demostrar que lo que el alojamiento alteraría fundamentalmente la naturaleza del servicio, programa o actividad o dar lugar a una carga financiera y administrativa excesiva. Este requisito, aplicando tanto a ruta fija y servicios de transporte informal, es efectiva 13 de julio 2015.

Razonable proceso de solicitud de modificación de RRTA es coherente con la sentencia: (1) las personas que solicitan modificaciones se les pide que describan lo que necesitan para utilizar el servicio; (2) los individuos no están obligados a utilizar el término "modificación razonable" al solicitar modificaciones o adaptaciones; (3) cuando sea posible, las solicitudes de modificaciones deben hacerse con anticipación; (4) El personal que operan pueden hacer una determinación para la modificación en el momento de la gestión del servicio puede consultarse a conceder / denegar la solicitud.

Las solicitudes podrán presentarse a la razonable Modificación Oficial, 45 Erick Road, Lancaster, PA 17601 o por correo electrónico info@redrosetransit.com o por teléfono (717) 397-4246. Para obtener más información, visite <http://www.redrosetransit.com>

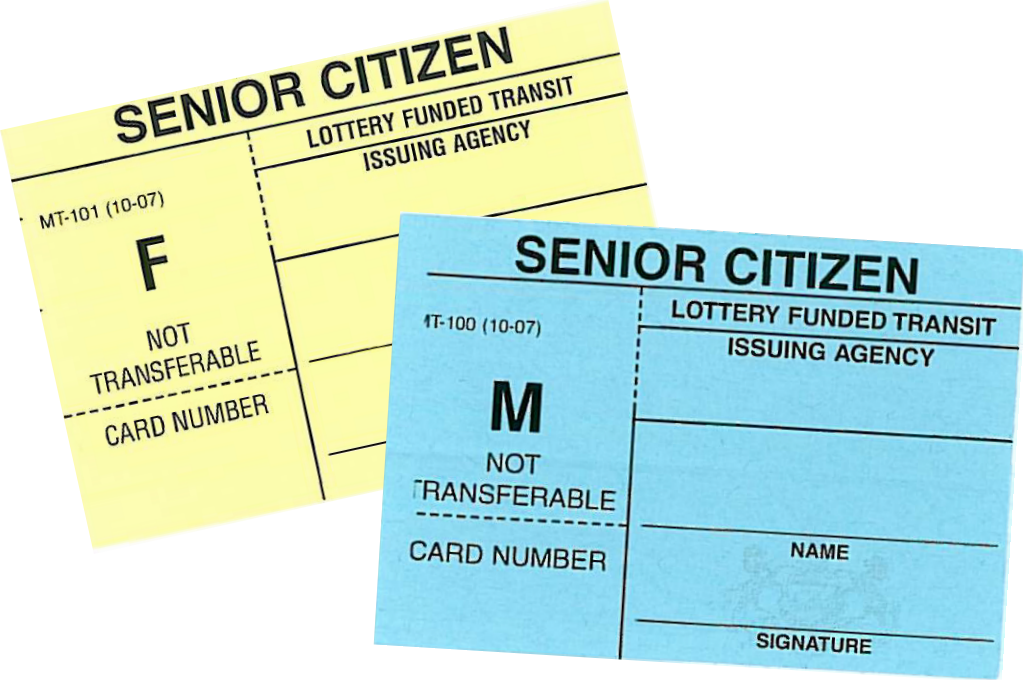
Senior Free Ride Program on Red Rose Transit

Seniors Ride FREE on Red Rose Transit Bus Service

As part of the Pennsylvania Senior Citizens Free Ride Program, customers 65 years of age or older can ride FREE on Red Rose Transit bus service. Customers must complete a senior application to determine eligibility for the Commonwealth of Pennsylvania Senior ID Card. Customers must present approved proof of age when completing the application. Seniors may visit RRTA offices to complete an application. RRTA staff will make copies of the appropriate proof of age documents and the Senior ID card will be issued immediately. Customers may also mail an application with a photocopy of the proof of age. RRTA staff will mail the Senior ID card to the customer upon approval.

The following are Pennsylvania's approved proof of age documents:

- Driver's License,
- Birth Certificate or Baptismal Certificate
- Naturalization Papers,
- Passport
- Statement from Social Security Administration
- Armed Forces discharge/Separation Papers
- Pennsylvania Identification Card
- Resident Alien Card
- Pace Card



Half-Fare Program for Persons With Disabilities

Half-Fare Program on Red Rose Transit Bus Service

Persons with Disabilities who have a Medicare card and are under 65 years of age may qualify for the Half-Fare Program on RRTA's fixed-route bus service. A Half-fare application must be completed to determine eligibility for the half-fare program. Once approved, the customer shows the



half-fare card to the driver to receive the discount fare. The card must be shown each time the customer rides. Customers can ride at half-fare any time except between 7 a.m. to 8 a.m. and from 4:30 p.m. to 5:30 p.m. weekdays.

Customers who have a half-fare card may also purchase Half-Fare 10 Ride Passes at half the price of a regular 10 Ride pass. A half-fare card must be shown at the time of the sale or half-fare ID# provided if it is an online sale.

Half-Fare Applications are available online or by calling RRTA at (717) 397-4246.



RRTA

RED ROSE TRANSIT AUTHORITY

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