



Franklin County Transportation

201 Franklin Farm Lane
Chambersburg, PA 17202
717-264-5225 or 717-261-3140

COMMISSIONERS
David S. Keller, Chairman
Robert L. Thomas
Robert G. Ziobrowski

Dear _____,

We want to welcome you to the Franklin County Transportation Services. Our services are provided for you by Penn DOT, the Franklin County Commissioners, and in part, by other agencies that sponsor your trips.

Enclosed, you will find several documents that need your prompt attention in order for us to add you to our list of approved riders.

- Registration Form
- Customer User Guide
- Policies that govern our public transportation

Your prompt return of the completed registration form is necessary in order that we may reserve your ride.

If you are 60 or older, you must show identification of proof of age your first reserved ride. Please see the User Guide for acceptable forms that you may present to the driver.

Please remember that if any information that you are providing to us on the enclosed forms changes in the future, it is your responsibilities to make our agency aware of those changes to better serve you.

The enclosed Customer Service User Guide is provided to you to answer questions and give you understanding what shared-ride means as your public transportation. In addition, these polices and rules make for a pleasant experience to be gained by all that use the service and assist us in providing a timely transport for all.

Thank you for using public transportation and helping us to provide an enjoyable riding experience to you and others that use the service.

Respectfully,

FCT Staff

FRANKLIN COUNTY TRANSPORTATION CUSTOMER USER REFERENCE GUIDE

Mission Statement

Franklin County Transportation pledges to deliver dedicated, caring, honest service in a responsible and respectful manner. We will continue to work towards providing a more responsive service for all who ride.

Introduction to the service

Franklin County Transportation is a basic demand, responsive “shared-ride service.” In accordance with Penn Dot’s regulation, we are not a fixed-route service. Transportation serves the residents of this county and we travel throughout its 772 square miles to provide our services.

Funding is made available through the Pennsylvania Lottery as administered by the Pennsylvania Department of Transportation, the Department of Public Welfare, Area Agency on Aging, and other cooperating agencies and the Franklin County Government.

This service is available to the general public.

Business hours

Transportation service is provided Monday through Friday with the exception of the holidays that we observe. They are:

New Year’s Day	Martin Luther King	Good Friday
Memorial Day	Independence Day	Labor Day
Thanksgiving Holiday (2 days)	Christmas Holiday (2 days)	
Veteran’s Day		

Our business hours are 7:30 am – 4:30 pm. For your convenience, we have a menu for you to choose from and voice mail for after our normal hours of operation. Please call 264-5225 or 1-800-548-5600 for those outside the local area.

During the winter months, there may be times during inclement weather that our office may be closed or close early. To find out if our services are closed, listen to one of the following:

WCHA MIX 95 WAYZ ABC 27

Reserving the ride

When you call to reserve a ride and it is your first time using the service, we will need take some information and get a packet in the mail to you. When we receive your signed registration form, you may start to use the service.

If you are already an established rider and any of your former information has changed, please let the staff know when you call to schedule your trip. If you have moved, changed your phone number or your name, it is important to relay this information to us.

When requesting a reservation with us, please provide us with date, the exact address, doctor's name, time of appointment and the name of the facility that you are going to.

When scheduling a ride, you must call at least the day prior of the appointment and by 12:00 noon for the next day ride. There is a one week limit in making future reservations for all appointments. Destinations that will occur on an on-going, routine basis may be placed indefinitely, such as, dialysis, physical therapy, senior center, elder care and day programs. Again, if the days and times change with these routines, it is your responsibility to inform us.

Medical appointments must be made between the hours of 9:00 am – 3 pm. and you must be ready for pick-up by the driver no later than 3:00 pm when using our service to take you home from that appointment.

In order to schedule a trip to Same Day Services (day surgery), you will need to have an escort with you for your return trip if using our services to go home. The driver is not responsible for you.

Escorts

When scheduling a trip, it is important to state if you need an escort. An escort is defined as an able-bodied passenger who accompanies a person unable to travel without assist due to reasons described in our Escort Policy. The accompanying passenger is there to provide for the rider what he/she cannot do for their self.

MA (Medical Assistance) will pay for an escort under the following circumstances: The escort must be assisting an MA client who needs help due to wheelchair bound, sight or hearing impaired, having a medical procedure (which requires assistance after it has been done), and/or is mentally or cognitively impaired or is a minor. This applies to all ages as long as the rider needing assist has a valid medical assistance card. When the rider is a minor and has a medical appointment, MA will pay for an escort.

Area Agency on Aging will pay for the escort for riders that are 60 years old and up to go with them to medical and other sponsored trips. If the escort for the rider is 60 years or older, they have to pay the \$1.50 co-pay to ride. If the rider is over 60 has a valid MA card, then that MA will be the sponsor.

Sponsorship Agencies

- **Area Agency on Aging – 60-64 years of age**
Aging will sponsor medical trips, if no MA card, and certain other trips that you may be requesting. When calling to schedule a trip our office can let you know if the trip is sponsored. Trips they do sponsor will require a co-pay of \$1.50 per one-way trip from you. If you feel you cannot afford the co-pay of \$1.50, you may check with local Area Agency on Aging (263-2153) to see if your income qualifies you to forego the charge. If requesting a trip they have not approved to sponsor, you may still go but need to pay the entire zone cost.
- **Lottery – 65 years and up**
The lottery funds 85% of the fare for this age population and the AAA will pick up all but \$1.50 for trips that they have approved. You will need to pay the co-pay of \$1.50 per one way unless they have been granted a free pass by Aging. For the trips that Aging has not approved, you will be responsible for the remaining 15% according to the zone rates.

- **MATP (Medical Assistance Transportation Program)**
Riders who have a valid medical assistance card (whatever their age) and reserve rides to medical appointments will ride free. MA does not sponsor any other type of ride besides medical related.
- **PwD (Persons with Disabilities Program)**
This program is for riders that have a temporary or permanent mental or physical disability and are between the ages of 18-64. The program is not income-based. Rides may be scheduled for medicals, work, personal errands and other destinations that are not sponsored by another funding source for the eligible applicant. The program pays 85% and the rider pays 15% according to the zone rates.

1 – 1.99 miles at \$10.00	Zone 1 - \$1.50
2 - 4.99 miles at \$15.00	Zone 2 - \$2.25
5 – 14.99 miles at \$20.00	Zone 3 - \$3.00
15.00 and over is \$36.00	Zone 4 - \$5.40

Always inquire with staff which trip destinations are sponsored by Aging. If not sponsored, you will need to get the cost of that particular trip you are reserving in order to have the correct fare when you board since drivers do not make change.

- **General Public/Riders with no sponsorship**
Anyone in the County of Franklin may use our services. The only difference is that if there is no sponsorship the rider must pay the zone cost. Cost is calculated using the shortest route from your residence to the destination

Zone 1	1 – 1.99 miles cost \$10.00 per one-way
Zone 2	2 – 4.99 miles cost \$15.00 per one-way
Zone 3	5 – 14.99 miles cost \$20.00 per one-way
Zone 4	15 miles and over at \$36.00 per one-way

Scheduling non-medical rides

Monday thru Friday between the hours of 10:30 am – 1:30 pm, you may schedule trips to non-medical destinations such as; beauty shops, grocery stores, banks , nursing home visits and other recreational outings.

It is necessary to go to the nearest establishments within your town due to the time restraints and available drivers for these allowable destinations.

Proof of identification requirement for seniors

Those that are 60 years of age and older and riding for the first time must show an acceptable proof of age. We are required to have a copy of one of the following acceptable forms:

PA non-driver’s license photo ID, Birth certificate Baptismal certificate PACE card
Armed Forces Discharge, VA Universal Access ID card, Passport Driver License Naturalization papers

No Show Policy

It is imperative that you call our office when you need to cancel a scheduled ride with us. We need to know prior to the driver arriving at your residence, which means at least a two-hour notice. You will receive a no-show if you do not cancel the scheduled ride as described. Any other rides that you may have scheduled for the rest of that day will be automatically canceled due to the no-show.

Your first no-show is considered a “courtesy no show”. Any subsequent no-show within the following thirty days will result in an assigned fee. You will be required to pay the fee before any future trips can be taken with the service.

Vehicle Operators Defined

It is not the responsibility of any vehicle operator to care for someone who cannot be left unattended when no one is home to receive them or when they attend a medical appointment.

Our drivers are only trained in CPR and First Aid. They have no medical background nor are they required to since their job description is for a vehicle operator. This is why we have an escort policy for riders. Those that attend day programs are permitted to ride as long as a family member/responsible party assist with getting them to the vehicle and meet them when returned to residence. The day programs are responsible to meet the riders at the vehicle when dropped off and when vehicle returns to pick them up. Day programs have paid professionals that are aware of the rider’s medical history. In our capacity as a public transportation provider, we do have the need to know health-related information.

Riders that attend day programs do not have escorts due to the length of their stay at the facility sites. They may ride without an escort to these sites as long as they adhere to the rules and procedures. The driver has to be dedicated and focused on driving and the safety of all riders.

Please make yourself aware of the “Absent Caregiver Policy” that is included.

Facts about the service:

- ❖ Transportation is a door-to-door service and never through the door. Shared-ride is a higher level of service since we come to your residence and do not ask you to come to a curbside for pick-up.
- ❖ In accordance with Penn DOT regulations for shared-ride, we are not same day services. Reservations **must** be made by the prior day by noon.
- ❖ Transportation drivers are to drive you from one destination to the other. They are not to be viewed as an attendant, escort or caregiver. They cannot enter the residence door and assist in any manner with your needs. They will come to your residence door to pick you up and deliver you to the street door of the destination.
- ❖ Drivers may not deviate from the scheduled trip that the rider reserved previously and is not authorized to stop anywhere than what is specified on their run sheet.
- ❖ Transportation is not an emergency/medical service and cannot transport to the hospital emergency room or nursing facility.
- ❖ Drivers are not responsible to get wheelchairs down or up steps, gravel areas or other obstacles that create a safety concern for the rider and the driver. A ramp constructed one foot per inch is necessary for us to assist the rider to and from the residence.
- ❖ Drivers are not allowed to assist a rider inside the building or through the building suite to an office area. When the driver returns to pick you up from your appointment, they will meet you at the entrance door of where you were dropped off prior.

- ❖ Drivers are not allowed to lock or unlock doors to the residence. Nor can they handle your personal possessions for you.
- ❖ Drivers do not transport riders if it is deemed unsafe to pick them up at the residence due to unsafe walkway areas, debris in walk areas or other obstacles that create a safety concern for the rider, driver or the van.
- ❖ Drivers do not transport riders during inclement weather that has been deemed unsafe by the office, such as snow, ice, etc.
- ❖ Driver do not drive their vehicles over yards, sidewalks and unkempt driveways, back private drives or dirt lanes that are of a safety concern to pick up or drop riders off. We will position our buses as close as safely possible for boarding or exiting the van.
- ❖ Drivers will wait five minutes when they arrive and have knocked on the door to alert you that they are there. A no-show will be assigned if failed to inform us and Any additional trips for the day will be automatically canceled.
- ❖ We may arrive up to one hour prior to your appointment time. When you are done with your appointment and our office has been alerted of this by you or the office staff of that facility, we have up to an hour to pick up you again from that destination.
- ❖ Drivers are not to take any information from riders concerning cancellations or future rides. You must call the office with this information.
- ❖ All passengers must have the exact fare for each trip and pay upon boarding the bus; drivers do not make change.
- ❖ It is the rider's responsibility to make sure when they are done with their appointment that we are informed they are ready for pick up. You must be where we dropped you originally.
- ❖ Passengers should not have more bags of groceries or other personal belongings than they can carry. It is not the driver's responsibility to carry them. You must maintain your items and not place them on other seats that other riders may need.
- ❖ If you have oxygen with you, it must be in a secure bag and placed so not to become a projectile in the event of a sudden stop.
- ❖ All wheelchairs must be in an upright position. We do not transport reclined riders.
- ❖ We cannot assign definite pick-up times nor call you when we are in route to your residence. Be ready and looking one-hour prior to appointment.
- ❖ NO eating, drinking or smoking on the vehicles.
- ❖ No weapons of any type are allowed on the vehicles.
- ❖ **All passengers must use a seatbelt.**

Franklin County Transportation reserves the right to suspend or discontinue the service, depending on the severity of the offense, of any passenger who endangers or is a threat to the safe operation of the vehicle, endangers or is a threat to other passengers, himself/herself, or the driver. All passengers are to act in a respectful manner to allow all riders who access the service experience an enjoyable ride and know that others sharing the ride will act accordingly. **The following is the code that gives us that responsibility.**

The Pennsylvania Code 2070.38 – reduction and terminations based upon professional judgment.

- (a) The county, prime contractor or provider who has been designated to determine eligibility shall reduce or terminate service to clients when, in its professional judgment:
 - (1) the client no longer needs transportation or the mode of service currently being provided;

or
 - (2) The client's uncooperative behavior or misuse of services warrants termination.
 - (3) Reductions and terminations based upon professional judgment shall be justified in writing on the notice of termination and redetermination which is sent to the client and placed in the client's file.

Franklin County Transportation is the designated provider of service who will determine inappropriate, uncooperative behavior and/or misuse of the services.

Complaint Process

Please direct your concerns to the office staff of Transportation. Customer concerns are important to us, and we will handle that information as directed by our “Complaint Policy”. The policy is included in your packet.

FRANKLIN COUNTY TRANSPORTATION
WHEELCHAIR POLICY

Franklin County Transportation is responsible to provide our services in a safe and responsive manner. Transport devices have become as varied in manner and purpose for those that use them.

Our wheelchair accessible vans have a weight limit of 600 pounds when using the lift. This is the combination of your weight and that of your transport device. Your wheelchair can be no more than 30" wide and 48" in length.

To further insure safety to our riders, all passengers are required to be secured with our seatbelt and shoulder harness when riding our Shared-Ride vehicles. This seatbelt requirement is mandatory for all riders, seated or wheelchairs.

**Franklin County Transportation has adopted this policy as of
1/2/20007 (Date)**