



## **MEMORANDUM OF IMPORTANCE**

**DATE: September 12, 2022**

**TO: YADAC Contracted Prevention, Intervention, Treatment and Recovery Support Providers; Community-Based Assessors, and YADAC Staff**

**FROM: Audrey Gladfelter, Administrator**

**SUBJECT: FREE Client Transportation Support through Rabbitransit**

The York/Adams Drug & Alcohol Commission (YADAC) recognizes the importance of appropriate transportation to support drug and alcohol prevention, intervention, treatment, treatment related services and recovery access. As such, the Commission will provide **FREE** transportation services through Rabbitransit by means of bus passes and shared rides. Providing transportation services through this initiative will support individuals with transportation needs until the individual is able to secure other means of transportation for long term sustainability.

Rabbitransit will oversee circulation of free bus passes/shared rides to YADAC Authorized Providers (AP). Authorized Providers shall be responsible for the ordering, distributing, and tracking of bus passes/shared rides for appropriate eligible individuals using the following parameters:

- Individuals eligible to receive a bus pass/shared ride must be engaged with a YADAC AP and thus shall receive the bus pass/shared ride from their respective AP
- Bus Passes and Shared Rides may be utilized for transportation needs for appropriate drug and alcohol services to include the full continuum of drug and alcohol care. Service examples include transportation to and from treatment, including MAT; transportation to recovery supportive services such as meetings, transportation to support case management needs such as grocery shopping, dental, medical appointments; transportation to prevention services, etc.
- Regardless of funding status, individuals seeking drug and alcohol services are eligible to receive **FREE** bus passes/shared rides.
- If the individual is eligible for other transportation services, such as Medical Assistance Transportation Program (MATP), they must utilize such transportation services first, in lieu of YADAC transportation.
- For tracking purposes, the AP shall submit YADAC's monthly utilization spread sheet that reports bus pass/shared ride utilization and shall be submitted to the YADAC Fiscal Department.

\*\*\*Monthly reports are due by the 15<sup>th</sup> of the month following the month of services\*\*\*

- The AP shall be responsible for contacting Rabbitransit to obtain bus passes and/or set up shared rides for appropriate individuals.
- Shared rides must be cancelled within two hours to avoid the Commission being charged.
- No shows for shared rides will be charged to the Commission – the Commission will monitor this closely and misuse of this service may result in termination of future services for the individual.
- The commission will provide such transportation services based on funding availability and will notify APs of any change in availability of services.

## **Shared Ride and Bus Pass Ordering and Distribution Specifics:**

- The SCA and AP shall be the only entities who can request Shared Rides and/or Bus Passes.
- Each AP will be provided a **CONFIDENTIAL** code to use when ordering tickets or setting up shared rides and if asked, the invoice goes to York/Adams Drug and Alcohol Commission.

### **Setting Up Shared Rides**

- The SCA and/or its AP shall call Rabbittransit Mobility Planning via phone or e-mail to set up shared rides:
  - Phone: 717-849-0700
  - E-Mail: [mobilityplanning@rabbittransit.org](mailto:mobilityplanning@rabbittransit.org)
  - For shared ride trips, the SCA and/or AP shall ensure the rider applies with Rabbittransit using one of the two ways listed below:
    - Go to <https://www.rabbittransit.org/> to apply the rider online.
      - Download the Rabbittransit application to be completed and submitted via e-mail.
      - Applications must be on file at least one business day before noon of the day before the ride is requested.

### **Cancelling a Shared Ride**

- The SCA, AP, and the rider are permitted to call to cancel a shared ride.
- Rabbittransit asks for at least an hour notice, or it shall be documented as a late cancellation.
- Rabbittransit agrees to call to notify the SCA if they experience frequent “No Shows” or cancellations.

### **Ordering Bus Passes**

- E-mail Rabbittransit to order Bus Passes: [Accounting@Rabbittransit.org](mailto:Accounting@Rabbittransit.org)
- Passes may be mailed or may be picked up at the Rabbittransit office on Zarfoss Road or the Downtown Transfer Center on Pershing Ave.
- Identify how many passes requested and what type (i.e., single, monthly, or 11 ride)
- Please order what you think you may need based monthly; you can always order more at any time.

Please also be advised that Rabbittransit will provide training at no cost. Please let us know if you would like to take advantage of this training so we can make appropriate arrangements.