

Your Guide to Public Transportation in Chester County

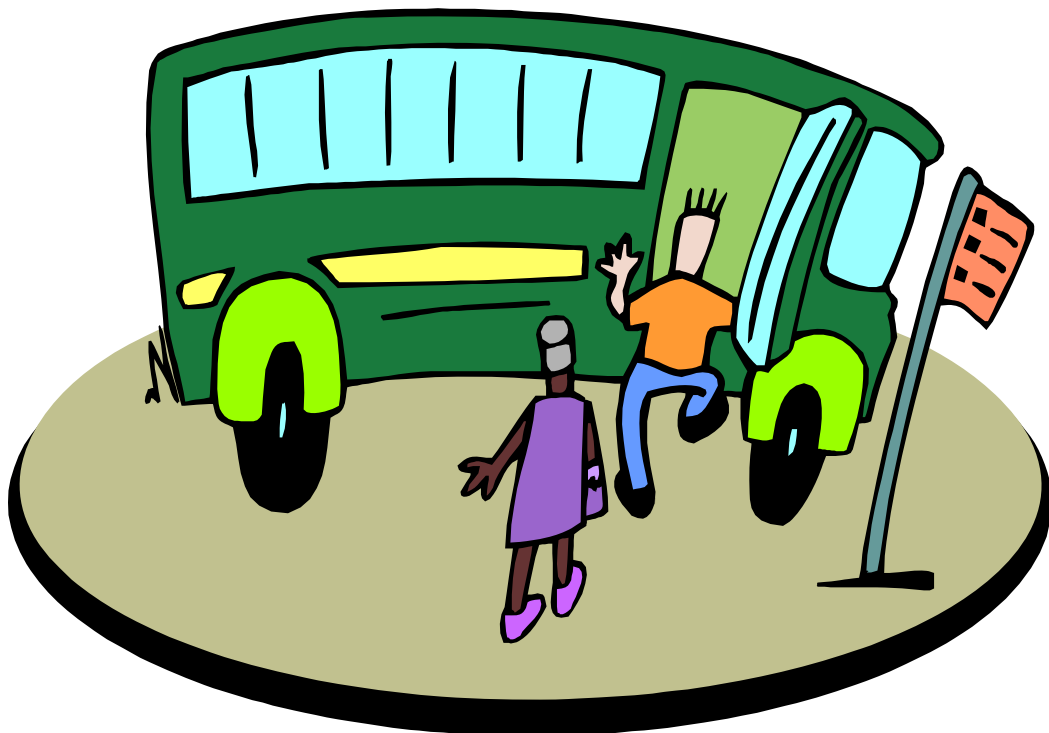


*This Resource Booklet made possible
by the collaborative efforts of:*
**Chester County Commissioners
Chester County Department of Human Services
Transportation Management Association
of Chester County**

Updated May 2008

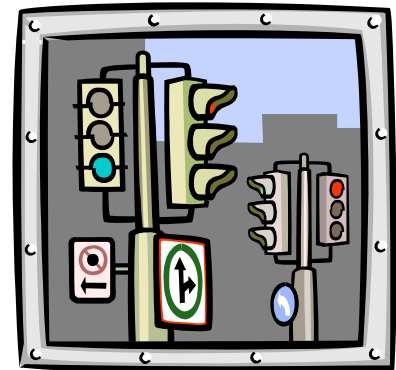
Table of Contents

Introduction	Page 3
Taxi Service	Page 4
Bus Service	Pages 5-7
Trains	Pages 8-9
SEPTA-ADA Paratransit Service	Pages 10-11
Paratransit	Page 12
Medical Related Travel	Pages 12-14



INTRODUCTION

Chester County has several forms of public transportation available to residents and visitors. This guide seeks to inform users about the system, including pick-up and drop-off procedures, schedules, and fares. It is our hope that this booklet will help clients/riders, families and caregivers understand the services that are available.



This guide has been divided into sections to assist with your transportation needs. It is important to read the **Medical Related Travel** section (pages 12-14) as special programs are available to serve qualified people in need of transportation residing in Chester County.

Senior Citizens, aged 65 and over, have access to Paratransit and taxi service paid for in part by lottery funds. You must register with ROVER Community Transportation (610-594-6930) or Rainbow Cab (610-696-6060), and show proof of age.

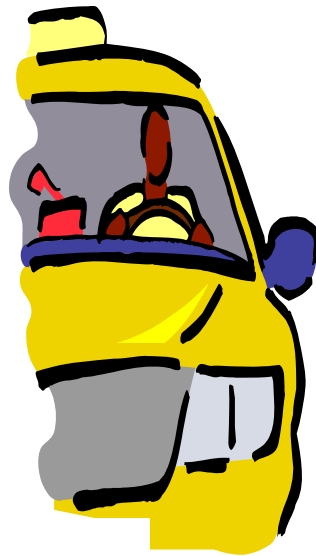
Copies of this publication are also available on the following website: www.chesco.org/human.

For additional transportation resource guidance for Chester County, please also see <http://www.chesco.org/planning> under Transportation for their guide titled “Public Transportation Serving Chester County (Including Regional Connections).”

Taxi Service

The following taxi services are available in the County:

Rainbow Cab/Paratransit *
539 S. Bolmar Street
West Chester, PA 19382
(610) 696-6060
www.rainbowcab.com



ACAR Taxi
1061 West Valley Hill Road
Malvern, PA 19355
(610) 363-2563

Pottstown Cab
67 King Street
Pottstown, PA 19464
(610) 327-1111

Great Valley Cab Company
353 Lancaster Avenue
Frazer, PA 19355
(610) 240-7942

To use these services you must call in advance and request transportation. The agency will ask where you are to be picked up and where you are going. The cost depends on how many miles you travel. The approximate cost may be available in advance for frequently traveled routes.

**THIS SERVICE IS NOT AVAILABLE IN ALL
AREAS OF THE COUNTY.**

**Seniors in the Shared-Ride Program may ride Rainbow Cab at the reduced rate by registering at Rainbow Cab's offices located in West Chester.*

Bus Service

Three public bus services operate in Chester County:

Krapf's Coaches, Inc.
(610) 431-1500
1060 Saunders Lane
West Chester, PA 19380
www.krapfbus.com

SEPTA (Southeastern Pennsylvania
Transportation Authority)
(215) 580-7800
1234 Market Street, Philadelphia, PA 19107
www.septa.org

Transportation Management Association of Chester County
7 Great Valley Parkway
Malvern, PA 19355
(877) 612-1359

Public buses have regular times and routes. You can plan a trip by deciding which bus stop is closest to your home and which stop is nearest where you want to go or you can call for schedule and fare information. Then you need to decide what time you need to get there, and which bus you should ride to get there at that time. It is very important to allow enough time to do all this. You also need to plan your trip back home, as many buses stop running in the early evening. Bus schedules and fare information are available from each bus service.



Bus routes have set fares and you should plan to have the exact change for your trip. If you will use the bus often, SEPTA has tickets or passes you can buy. These will save you money.

Bus Service

The following public bus services operate in Chester County:

Provider	Route	Areas Served
SEPTA	92	West Chester, Exton, Malvern, Paoli, King of Prussia
SEPTA	99	Royersford, Spring City, Phoenixville, Audubon, King of Prussia, Norristown
SEPTA	104	West Chester, Newtown Square, Havertown, 69th Street/Upper Darby
SEPTA	105	Paoli, Berwyn, Devon, Strafford, Ardmore, 69th Street/Upper Darby
SEPTA	119	Cheyney University, Concordville, Boothwyn, Linwood, Trainer, Chester
SEPTA	120	Cheyney University, Newtown Square, Havertown, 69th Street/Upper Darby
SEPTA	124	Chesterbrook, King of Prussia, Wissahickon, Center City Philadelphia
SEPTA	204	Paoli, Frazer, Exton, Lionville, Eagleview
SEPTA	205	Paoli, Great Valley Corporate area
SEPTA	206	Paoli, Great Valley Corporate area
SEPTA	306	West Chester, West Goshen, Brandywine Corporate Ctr., Goshen Corporate Ctr.
Krapf	A	Coatesville, Thorndale, Downingtown, Exton, West Chester
TMACC	SCCOOT	Oxford, West Grove, Avondale, Kennett Square, Longwood, West Chester
TMACC	Coatesville Link	Parkesburg, Sadsburyville, South Coatesville, Coatesville, West Brandywine

Note on accessibility: The A route is not accessible on all trips. You should check with Krapf's to get the latest information. Information on SEPTA's handicapped accessibility is available at www.septa.org/service/accessible_septa.html. The information on the **SCCOOT, Coatesville Link** and Suburban Link accessibility is on their timetables, at www.tmac.org and www.gvftma.com. You can also access the Greater Philadelphia Transit Map at: <http://phillymap.com>.

Bus Service

- *All SEPTA buses are accessible, via ramps or lifts.* Each bus contains 2 wheelchair berths.
- If you have bad knees, balance problems, use crutches, etc., remember that **standees may board and exit SEPTA buses using the lift or ramp, upon request.**
- All buses offer priority seating at the front for disabled riders.
- Wheelchairs, wheelchair strollers and scooter chairs must ride in the wheelchair space, and must be secured.
- You may ride the bus and bring along your oxygen tank.
- Most, but not all, SEPTA buses have automated stop announcement systems. Operators are required to make stop announcements when the bus is not equipped or the system is not working.
- Disabled riders may travel with one trained service animal or service animal in training. The animal rides at no fare and must be leashed and under the rider's control at all times.
- SEPTA operators must help disabled customers with: identifying routes, boarding and exiting, securing wheelchairs, paying fares, stop announcements and, if asked, requesting riders to vacate priority seating to accommodate seniors and persons with disabilities.
- SEPTA bus operators may not force riders to vacate priority seats, and do not act as attendants, or lift or carry packages, mobility devices or passengers.



For more information or to verify schedules, please visit Krapf at www.Krapfbus.com, SEPTA at www.septa.org or the Transportation Management Association of Chester County at www.tmac.org.

Trains

Passenger Rail Services serving Chester County are:

SEPTA (Southeastern Pennsylvania Transportation Authority)

1234 Market Street
Philadelphia, PA 19107
(215) 580-7800 www.septa.org

SEPTA R5 Paoli/Thorndale commuter rail service operates between Chester County and downtown Philadelphia. In Philadelphia, you can board other SEPTA trains and travel all over the region. R5 trains stop at the following train stations in Chester County:

Thorndale #	Downingtown	Whitford	Exton #
Malvern	Paoli	Daylesford	Berwyn #
Devon	Strafford	#= Accessible Station	

- Contact SEPTA for detailed fare and schedule information.
- Please note that service is limited west of Malvern during the weekends.
- At least one car per train contains a wheelchair berth. Car is marked with a wheelchair symbol.
- Accessible stations have bridgeplates to help you board.
- Important: Most train cars are pre-ADA and accommodate smaller wheelchairs and scooters. Mobility devices measuring 30" x 48" may have difficulty making the turn from the vestibule into the car. Measure your chair!
- Riders who can transfer from their wheelchair or scooter and also have someone to assist in boarding/exiting train, platform and station may wish to undertake boarding or exiting at non-accessible stations. However, if you are not accompanied by a companion or aide who can assist you, SEPTA strongly discourages this practice.
- Train crews help riders board and exit, deploy bridgeplates and make stop announcements.
- Remember that this is commuter rail service, with short headways and no porters or restrooms. Train crews do not escort riders, secure wheelchairs, or lift or carry briefcases, luggage, mobility devices or passengers.

Continued on next page

Trains

AMTRAK Keystone Corridor
www.amtrak.com

Philadelphia PA
1-800-562-6990
(215) 824-1600

AMTRAK's "Keystone Corridor" trains run across Chester County, providing inter-city rail service. AMTRAK can be used to travel toward Lancaster and Harrisburg, or to Philadelphia, as well as points north and south along the eastern United States. AMTRAK trains stop at these Chester County stations:

Parkesburg	Coatesville	Downingtown
Exton #	Paoli	#=Accessible Station

- Contact AMTRAK for detailed fare and schedule information.
- If you use a wheelchair, alert AMTRAK staff when you make your reservation.



No matter which type of rail service you wish to use, due to limited schedules and station accessibility, it is very important to plan your train trip ahead of time. Decide which train station is closest to your home, what time you need to get there, and which train you should ride to get there at that time. It is very important to allow enough time to do all this. You also need to plan your trip back home, as many trains stop running in the early evening. There is also limited service west of Malvern during the weekends. If you use a wheelchair, always verify station accessibility. Trains have set fares based on the distance you want to travel. You can usually buy your tickets in advance at the station, or on the train.

ADA

SEPTA - ADA Complementary Paratransit Service

As required by the Americans with Disabilities Act (ADA), SEPTA provides ADA paratransit as a safety net service for people whose disability prevents them from using SEPTA's regular bus and light rail transportation. ADA paratransit mirrors regular bus and light rail service days, hours and area. It is provided to and from origins and destinations located within $\frac{3}{4}$ mile of *regular* SEPTA bus and light rail routes (*not commuter, express, reverse-commute or other limited service*) within the 5-county SEPTA service area, during the days and times when regular service is operating there. Thus, service hours/days vary according to nearby regular service. Where there is no regular service, there is no ADA paratransit.

Hours, days, areas of service: You need not live in the ADA service area to use ADA service, and you can use ADA service to travel outside Chester County. Eligible riders need only reach the service boundary to be picked up and dropped off anywhere they wish within Bucks, Chester, Delaware, Montgomery and Philadelphia County service areas (subject to days and hours of comparable service). Chester County's ADA service area is limited to the eastern and southern parts of the county, whenever and wherever regular SEPTA routes operate.

Service policies: Eligible riders may make trip reservations 1 to 3 days ahead for ANY trip purpose. Eligible trip requests will be honored within 60 minutes before or after the time requested. There is NO limit on the number of trips taken each month. Service is ride-shared, origin-to-destination (not direct service), and door-to-door, with limited driver assistance (for wheelchair users, curb-to-curb). No aides, same-day, school, agency, or medical transportation, or through-door or upper-floor service, are provided. Riders may ride accompanied by *one trained service animal*

Continued on next page

ADA Continued

(rides free); service animal use must be registered in advance with SEPTA), *one Personal Care Attendant* (rides free; need for PCA must be registered in advance with SEPTA), and *one or more companions* (each pays same fare as eligible rider). Tipping is prohibited. Riders who repeatedly abuse service by canceling less than 2 hours before scheduled trips ("Late Cancel") or not showing up for scheduled trips ("No-Show") may lose riding privileges. These and other service policies are explained further in the *CCT ADA Ride Guide* (copy sent to each registrant).

Eligibility: You must be ADA-certified to use this service. If you think you or someone in your family may be eligible, call SEPTA CCT for an application. Eligibility determinations may include functional assessments and/or in-person interviews. Riders are recertified every three years. Often riders will be found conditionally eligible due to weather, time of day, nearby bus routes, etc. Federal regulations make preferential treatment to any individual, organization, disability, trip purpose, rider group, point of origin/destination, etc., a civil rights violation.

Chester County contractor: SEPTA has contracted with Krapf Coaches, Inc. to provide ADA Complementary Paratransit transportation to Chester County registrants and other ADA riders traveling within the County. Service is provided in SEPTA-owned vehicles and in compliance with USDOT ADA regulations.

Concerns, commendations, complaints; for information about service or eligibility; to request an application: Call SEPTA CCT Customer Service (215/580-7145; TDD/TTY 215/580-7712) Monday through Friday 8AM to 4PM.

Paratransit

Chester County Paratransit is available to any passenger in Chester County for a reduced fee. Persons over sixty-five (65) may use Paratransit to travel to their medical appointments or for any other travel needs at a reduced fare. They must first register with either Rainbow Cab (610-696-6060) or ROVER Community Transportation (610-594-6930) to obtain a Paratransit card. Appointments for rides must be made in advance.

Medical Related Travel

People who are receiving Medicaid or Medical Assistance are also eligible for free Paratransit service either through the ACCESS card or from a managed care organization (MCO). These people may ride Paratransit to medical appointments in Chester County.

This is how to use it:

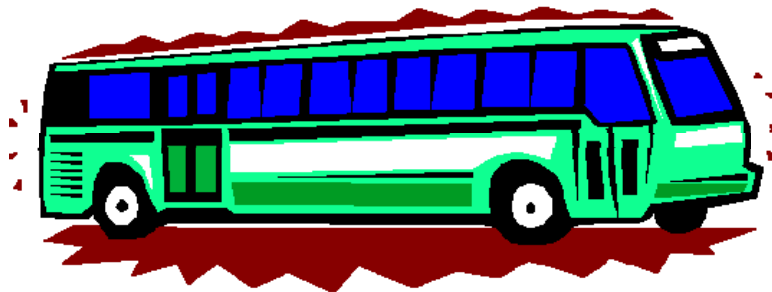
To be eligible for Medical Assistance Transportation (MATP) you must:

- A. Have a current Medical Assistance (ACCESS) card; and
 - B. Be a permanent or temporary resident of CHESTER County; and
 - C. Need transportation to get to a covered medical service from a provider who accepts the Medical Assistance card, or be receiving services from a Medical Assistance managed care organization (AmeriChoice, Health Partners, or Keystone Mercy).
- You will need to call ROVER Community Transportation at (610) 594-6930 or 1-877-873-8415. Tell the person who answers the phone that you want to apply for MATP.

Continued on next page

Medical Related Travel Continued

- People who are receiving Medicaid/Medical Assistance can also use private transportation to go to medical appointments and get reimbursed for their mileage expense. If you have a car or if you can get a ride to your medical appointment, you can get money back for mileage. ROVER will provide a form to claim reimbursement at \$0.35 per mile. Additional regulations regarding this program will also be furnished to you.
- Medical Assistance is required by law to provide the least costly transportation available. Public transportation should be used when the origin and destination of your trip are within one-quarter mile of public transportation. You can get money back for your public transportation fare if you use the bus or train. A reimbursement form will be provided.
- The Transportation for Persons with Disabilities Program (PWD) is available for use by people with a documented disability that do not qualify for any other program. Please contact ROVER Community Transportation at 610-594-2664, Ext. 317 for more information.



**RESERVATIONS MUST BE MADE AT LEAST 24
HOURS IN ADVANCE. FOR NEXT DAY SCHEDULING,
THE DEADLINE IS 11:00 A.M.**

Medical Related Travel Continued

Paratransit service is available in a limited area of the county through the **Surrey Club**, a volunteer organization providing low-cost transportation. Call (610) 993-9493 for eligibility and scheduling information.

The **Chester County Intermediate Unit** provides transportation for students who are pregnant or are parents and have children under three years of age. Eligible students must be enrolled in the Young Parents Program by referrals from their school district. Enrolled individuals can arrange for medical-related transportation with 48-hour advance notice. Contact your school district for more information.

*Thank you for your interest in
Chester County's Public Transportation System!*

