



November 15, 2019

RE: Indiana County Medical Assistance Transportation Program (MATP)

Dear MATP Rider:

The Indiana County Commissioners have appointed rabbittransit as the Medical Assistance Transportation Program (MATP) Administrator for Indiana County, effective January 1, 2020. rabbittransit is a multi-county municipal transportation authority, which currently oversees shared ride operations in south central Pennsylvania.

Previously, Indiana County served as the MATP Administrator. Under the new partnership agreement, Indiana County Transit Authority (IndiGO) will continue to provide transportation to MATP riders for compensable Medical Assistance trips, but will be supported through administration from rabbittransit. Customers should notice little to no change in the delivery of MATP shared ride and fixed route services – same drivers and same service.

**To ensure that there is no gap in your service, we need you to complete a new application which is attached to this mailing.** We ask that you complete this application as soon as possible, but not later than December 9, 2019.

There will be some minor changes to the mileage and fixed route pass program; however, most of the service will continue to look very familiar. IndiGO will continue to schedule and provide the majority of the trips. Additional information will be provided once your application has been processed.

Customers who require a personal care assistant, sometimes referred to as an escort, will need to complete the attached Personal Care Assistant Form, which requires a doctor's verification.

Included in this mailing are some helpful hints. Additional information can be found by visiting our website at [www.rabbittransit.org/Indiana](http://www.rabbittransit.org/Indiana).

After your application is processed, you will receive a welcome packet. After that time, please call IndiGO to schedule your trip. Trip requests can be made by contacting the IndiGO Call Center at (724)-801-8857. The Call Center is open between 8:00AM and 4:00PM, Monday through Friday. For fixed route bus information, please call (724)465-2140.

If you have any questions, please contact rabbittransit at 1-800-524-2766.

Sincerely,  
rabbittransit MATP Administrator

## **Indiana County Shared Ride MATP – Frequently Asked Questions**

The Indiana County Commissioners recently appointed rabbittransit as the MATP Administrator for Indiana County. Based in York, PA, rabbittransit is a multi-county municipal transportation authority which currently oversees shared ride operations in southcentral Pennsylvania. Previously, the Indiana County Department of Human Services served as the MATP Administrator for the County. Under the partnership agreement, administration of the program will no longer be a county-based department and will be consolidated into the rabbittransit organization. Scheduling and operations of transportation will continue to be facilitated through IndiGO.

The following frequently asked questions were created to help prepare our customers for the transition.

### **How will this impact my service?**

Customers should notice little to no change in the delivery of shared ride MATP service.

### **Will I have a new driver?**

All Indiana County transportation requests will be handled in county, as they have been in the past, so you will see and speak to many of the same people you have before. There is also a chance you will see some new faces when riding the bus.

### **Why did the County make the decision to transition to rabbittransit?**

The transition to rabbittransit reduces costs and the savings can be reinvested in the service, assisting in keeping your fares low in the future.

### **How will I schedule rides?**

For trip requests, please call IndiGO to schedule your trip. You can contact the IndiGO Call Center at (724)-801-8857. The Call Center is open between 8:00AM and 4:00PM, Monday through Friday.

### **What will my vehicle look like?**

The vehicles will look exactly the same as the service will continue to be provided by IndiGO.

### **Helpful links:**

Link to application:

<http://www.rabbittransit.org/SharedRide/HowtoApply/ProgramDescriptions.aspx>

Link to more information about Shared Ride:

[https://www.indigobus.com/shared\\_ride\\_program.asp](https://www.indigobus.com/shared_ride_program.asp)

Link to more information about Fixed Route Bus Info:

<https://www.indigobus.com>