



Special Services Guide

*Shared-Ride (Paratransit)
Transportation Information*

Serving Berks County



610-921-2361 • www.bartabus.com

Berks Area Regional Transportation Authority
1700 N. 11th Street, Reading, PA 19604

Updated March 2024

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Our Mission

The Berks Area Regional Transportation Authority exists to provide effective public transportation services to the citizens of Berks County and to perform these services at the highest standards of safety, courtesy, reliability and efficiency.

Our Services

The Berks Area Regional Transportation Authority provides comprehensive public transportation services throughout Berks County. These include BARTA Transit, our fixed-route bus service that operates 19 routes; BARTA Special Services, our county-wide shared ride, paratransit service operated by BARTA and one private transportation provider.

General Information

Customer Service Phone Hours

BARTA Special Services

Shared Ride Phone Hours

Monday – Friday,

8:00 a.m. to 5:30 p.m.,

610-921-2361

Toll Free 1-800-383-2278



**BARTA's Administrative Offices,
1700 North 11th Street, Reading, PA**

On holidays, Saturdays and Sundays when BARTA offices are closed, please call 610-921-2361 to leave a message or to schedule a trip eligible under ADA.

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

For individuals who are hearing impaired, BARTA 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.

Holiday Closings

BARTA Special Services generally does not provide service on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

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 BARTA business is needed for a BARTA 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 Reading. The meetings are held at BARTA's Administrative Offices, 1700 North 11th Street, Reading, PA.

Overview of BARTA Special Services

What is shared-ride (paratransit) services?

BARTA operates a shared-ride (paratransit) program called BARTA Special Services for senior citizens and persons with disabilities in Berks County. Services are also provided in Montgomery County to residents within 10 miles of Berks County to the Boyertown Multi-Service Senior Center if there is vehicle availability. This door-to-door transportation service is available to those who are unable to use BARTA'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.

BARTA Special Services is not a "taxi" service and is not a non-stop ride for one person.

BARTA Special Services does not provide emergency medical transportation services.

BARTA Special Services offers many programs for specific needs. There is an application process and reservation requirements. The transportation is provided by BARTA and 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 BARTA Special Services.



Description of BARTA Special Services 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 co-pay each time a senior rides that averages about 15% of the total cost of the trip.

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 is for customers who live along an established bus route and are able to use the fixed-route bus. Customers are eligible for a MATP Fixed Route Bus Pass. Physician and/or provider of service (i.e. pharmacy) verification is required.

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 and/or provider of service (i.e. pharmacy) verification 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 BARTA Special Services for medical trips.

Description of BARTA Special Services Programs

ADA Complementary Program (ADA)

Individuals with a qualifying disability preventing them from riding a regular BARTA bus may use BARTA Special Services 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 fare for the Persons with Disabilities Program is based on the distance traveled.

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 co-pay each time a senior rides that averages about 15% of the total cost of the trip.

Applying for the Senior Citizen Shared- Ride Program

An application must be completed to be eligible for the service. Applications are available:

Website: Applications are available to download at BARTA's website www.bartabus.com

Mail: Applications can be mailed to customers. Call 610-921-2361 or 1-800-383-2278.

In-Person: To apply in person, stop by the BARTA Special Services Office, 1700 N. 11th St., Reading, PA 19604

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 610-921-2361 between 8:00 a.m. and 5:30 p.m., Monday through Friday. Transportation is generally available Monday through Friday, the earliest is 4:45 a.m. to the latest 12:00 a.m. Saturday the earliest is 5:30 a.m. to the latest 10:30 p.m. Sunday the earliest is 10:00 a.m. to the latest is 7:15 p.m. for trips where the pick-up address and destination are located within 3/4 miles of fixed-route bus service. Trips must be scheduled at least one day in advance. Customers can call up to two weeks before their appointment to reserve their ride.

Transportation in the county is available Monday through Friday with times varying based on where the customer lives. 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 the travel location. 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. The customer should wait where they can see the vehicle approach. The drivers can wait only 5 minutes.

ADA Complementary Shared-Ride Program

ADA Complementary Shared-Ride Program

Individuals who have a disability may be eligible for shared-ride transportation with BARTA Special Services if their disability prevents them from independently boarding a BARTA bus or they must travel more than 3/4 of a mile to or from a BARTA bus stop.

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. Applications are available:

Website: Applications are available to download at BARTA's website www.bartabus.com

Mail: Applications can be mailed to customers. Call 610-921-2361 or 1-800-383-2278.

In-Person: To apply in person, stop by the BARTA Special Services Office, 1700 N. 11th St., Reading, PA 19604

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

For individuals who are hearing impaired, BARTA 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.

Individuals are required to have their disability certified by a professional.

How Quickly Can An ADA Complementary Shared-Ride Application Be Processed?

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

Scheduling A Trip?

Reservations can be made between the hours of 8 a.m. to 5:30 p.m., Monday through Friday. BARTA uses an answering machine device to take "ADA eligible" trip requests on Saturdays and Sundays and Holidays. Saturday, Sunday and Holiday trip requests must be called in to the answering machine between the hours of 8:00 a.m. and 5:30 p.m. Calls received outside of those hours will not be scheduled. It is important to remember that you must be certified as being "ADA eligible" and be taking an "ADA eligible" trip

BEFORE you can take advantage of the previous-day advance reservation request.

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 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 a BARTA fixed-route bus.

Can I Travel With A Friend?

A companion may travel with the customer. Additional companions will be permitted if space is available. If the customer requires the assistance of a personal care attendant to meet their mobility needs, the attendant will ride free of charge only if the customer is certified in advance to travel with an attendant.

How to Cancel a Trip?

Customers should inform BARTA at 610-921-2361 no later than 45

minutes prior to your pick-up time to cancel any trips. Cancellations can be made between 6:00 a.m. and 6:00 p.m., Monday through Friday, or a customer may leave a message during the holidays or non-business hours. Customers should try and call the day before if they know they are not able to make their appointment.

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

Out of Town Visitors For ADA

If a visitor does not have ADA eligibility documentation from another jurisdiction, BARTA will still provide service. BARTA may request proof of residency, and if the disability is not apparent, documentation of the individual's disability. BARTA will accept a certification by the visitor that he or she is unable to use fixed route transit. This means that BARTA cannot require documentation beyond the visitor's "say so" that he or she cannot use the fixed-route system. Services are provided for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during that 365-day period. Reservations can be made using the same process as approved paratransit riders.

Medical Assistance Transportation Program (MATP)

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 the Medical Assistance pays for including: therapies, tests, dental visits, trips to the pharmacy and trips to medical equipment suppliers. The Pennsylvania Department of Public Welfare funds MATP. In Berks County, BARTA 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. BARTA 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 BARTA Special Services and our sub-contractor.

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:

Website: Applications are available to download at BARTA's website www.bartabus.com

Mail: Applications can be mailed to customers. Call 610-921-2361 or 1-800-383-2278.

In-Person: To apply in person, stop by the BARTA Special Services Office, 1700 N. 11th St., Reading, PA 19604

Completed applications must be sent to BARTA 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 610-921-2361 between 8:00 a.m. and 5:30 p.m., Monday through Friday. Transportation is generally available Monday through Friday, the earliest is 4:45 a.m. to the latest 10:30 p.m. Saturday the earliest is 5:30 a.m. to the latest 10:30 p.m. Sunday the earliest is 10:00 a.m. to the latest is 7:15 p.m. for trips where pick-up address and destination are located within 3/4 miles of fixed-route bus service.

Transportation in the county is available Monday through Friday with times varying based on where the customer lives. Trips must be scheduled at least one day in advance. Customers can call up to two weeks before their appointment to reserve their ride.

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 their driver at the exact address given when making the reservation. Customers should wait where they can see the vehicle approach. The drivers can wait only 5 minutes.

Escort Policy

MATP Customers may bring someone with them as an escort at no cost in the following situations:

- If the customer is under 18, they can be escorted by a parent or other relative/guardian
- If the customer cannot travel independently or they need any assistance due to age, illness, physical or mental disability.
- A physicians statement is necessary to verify this information.

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.

MATP Fixed-Route Bus Pass

is for customers who live along an established BARTA bus route and are able to use the fixed-route bus. Physician and/or provider of service (i.e. pharmacy) verification is required.

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 \$0.25 per mile) for travel expenses. Physician and/or provider of service (i.e. pharmacy) verification is required. Reimbursement checks will be processed on a bi-weekly basis. All mileage is verified using Google Maps.

Appeal Process

BARTA is required to give a written notice if BARTA denies the request for MATP transportation or for mileage reimbursement. BARTA is also required to give written notice in advance if they plan to reduce or change the services or suspend the customer from the program for any length of time. The notice will tell the customer the reasons for the action, when the action will go into effect and the rights of the customer to appeal the action.

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 the customer must:

- Be between the ages of 18 & 64
- Have a disability as defined by the ADA and the disability must be certified by a physician or agency
- Live in suburbs and be more than 3/4 mile 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 BARTA. 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:

Website: Applications are available to download at BARTA's website www.bartabus.com

Mail: Applications can be mailed to customers. Call 610-921-2361 or 1-800-383-2278.

In-Person: To apply in person, stop by the BARTA Special Services Office, 1700 N. 11th St., Reading, PA 19604

Individuals are required to have written verification of their disability.



Scheduling a Trip

Trip reservations may be scheduled by calling 610-921-2361 between 8:00 a.m. and 5:30 p.m., Monday through Friday. Trips must be scheduled at least one day in advance. Customers can call up to two weeks before their appointment to reserve their ride.

Transportation for the PWD program is generally available Monday through Friday between 5:30 a.m. to 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 the travel location. 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 their driver at the exact address given when making the reservation. Customers should wait where they can see the vehicle approach. The drivers can wait only 5 minutes.

Traveling with a personal care attendant

If the customer requires the assistance of a personal care attendant to meet their mobility needs, the attendant may ride for free only if the customer is 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 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 BARTA Special Services 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 for BARTA Special Services



Find My Ride Apply is an online application process that makes it easier to apply for BARTA Special Services.

About Find My Ride Apply

The Commonwealth of Pennsylvania through PennDOT offers this online eligibility service for people to apply for programs that provide transportation assistance throughout the commonwealth. These programs mainly help seniors, persons with disabilities, and people needing assistance getting to medical appointments. Still, other groups of people may also be covered depending on where they live and their needs.

The service works by asking applicants a series of questions about themselves and their needs and then sending the responses directly to the appropriate transportation provider. The transportation provider may request additional information before approving the application for service. The application process costs nothing. The transportation provider will discuss any required fares with the customer when they schedule a trip.

www.apply.findmyride.penndot.pa.gov

How to Apply for BARTA Special Services

Other Ways to Apply:

Website: Applications are available to download at BARTA's website www.bartabus.com

Mail: Applications can be mailed to customers.
Call 610-921-2361 or 1-800-383-2278.

In-Person: To apply in person, stop by the
BARTA Special Services Office
1700 N. 11th St., Reading, PA 19604

Once applications are completed they can be:

Emailed: applications@sctapa.com

Mailed: BARTA,
1700 N. 11th Street
Reading, PA 19604

Faxed: 610-921-0209.

Proof of age is required for some programs to apply. The acceptable proofs 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 21 business days for acceptance. Upon acceptance, the customer will receive an acceptance letter through the mail informing them that they have been approved for the service.

You may qualify for **free or low-cost public transit!**



Senior Citizens Low-Income Individuals

Persons with Disabilities

Find your ride today! findmyride.penndot.pa.gov

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 two days 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 BARTA. These trips are placed on a "standing order" reservation.

Scheduling a trip can be done by calling 610-921-2361, Monday through Friday between 8 a.m. and 5:30 p.m.

Transportation is generally available Monday through Saturday from 5:30 a.m. to 10:30 p.m. and Sunday service is available from 10:30 a.m. to 7:00 p.m. for trips where pick-up address and destination are located within 3/4 miles of fixed-route bus service.

Transportation in the county is available Monday through Friday with times varying based on where the customer lives. 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 the travel location. 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. Customers can call up to two weeks before their appointment to reserve their ride.

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 time
- Any mobility device that is required

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.

Companions

A companion may travel with the customer on their trip. The companion will pay the full trip cost.

Be Prepared for Your Trip

When To Be Ready

Customer should be ready early and wait at the exact address used when scheduling their trip. The driver may only wait 5 minutes. Being prompt and considerate for other customers is greatly appreciated.

Helpful Tip

Please make sure the house numbers are easily visible from the street for our drivers to find the location easier.

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 there is a co-pay for the trip, the customer must pay the driver when they 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 one hour to reach a doctor's office traveling directly there in a personal vehicle, it may take two and 1/2 hours to reach the same doctor's office when utilizing BARTA Special 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 BARTA is not able to make additional stops at restroom 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

Service animals are permitted on all BARTA vehicles.

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

To ensure timely service, customers are limited to **two shopping bags**. Drivers will assist customers to the front door of their place of residence or, if the customer is a resident of an apartment building to the front door of the building. If a customer has more than two shopping bags, they will be required to carry them. Customers are welcome to bring a collapsible shopping cart on the vehicle.

Vehicles 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". BARTA Special Services may or may not accommodate anything larger or heavier. Please contact the office with any questions.

Driver Assistance

If a customer needs assistance, our drivers will gladly lend a hand within reason. Drivers may not enter a residence to provide assistance for security reasons. Drivers may assist a customer from the main door to main door of buildings. Drivers will not assist with taking wheelchairs up and down steps or through any grass or stoney areas of a property due to safety issues.

Fares - How Much Do I Pay?

BARTA Special Services Fares As of July 1, 2017

MILEAGE BASED FARES

Fare Tiers	Full Fare	15% Co-Pay	PWD Co-Pays
0-1.99 Miles	\$16.70	\$2.55	\$3.40
2-3.99 Miles	\$21.00	\$3.15	\$3.40
4-5.99 Miles	\$25.30	\$3.80	\$3.80
6-9.99 Miles	\$34.50	\$5.20	\$5.20
10-15.99 Miles	\$42.00	\$6.30	\$6.30
More than 16.0 Miles	\$49.60	\$7.45	\$7.45
Out of County 10 Miles Outside County	\$50.00	\$7.50	\$7.50

ADA Co-Pay - \$3.40.

Personal Care Attendants ride free.

ADA Companions and Escorts ride free.

Companions and Escorts pay full fare.



Cancellations

Cancelling a Trip

Customers should inform BARTA at 610-921-2361 no later than 45 minutes prior to their pick-up time to cancel any trips. Cancellations can be made between 6:00 a.m. and 6:00 p.m., Monday through Friday, or customers may leave a message during holidays or non-business hours. Customers should try and call the day before if they know they are not able to make their appointment.

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

Appeal Process

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

Complaint Process

A complaint is any issue or dispute or objection a customer expresses to BARTA about the agency or about the coverage, operations or policies. If a customer has a complaint or compliment about BARTA services, about how the customer was treated by our staff or a driver, or about our policies and procedures, please tell us.

Complaint forms are available on the BARTA website - www.bartabus.com under the Accessible Services menu.

Customers can also call 610-921-2361 or email us at barta@bartabus.com.

BARTA will record the complaint, investigate it and respond within five (5) days. Copies of the complaint, agency responses/resolutions and corrective action plan will be kept on file.

Customer Etiquette

- Remain seated while vehicle is in motion.
- Eating, drinking, and smoking on BARTA 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 BARTA vehicles.



Disruptive Behaviour

BARTA 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 Notifications & Winter Weather Tips

Winter Notifications

1. **Check the BARTA Website - www.bartabus.com**
2. **Check the local radio stations:**
102.5 FM WRFY
1320 AM WRWA
3. **Check local TV stations:**
WFMZ-TV Channel 69

Please Note: BARTA Special Services does not operate on delays when an agency, doctor's office or destination is opening at a later time.

Call BARTA Special Services at 610-921-2361 as soon as possible to cancel any trips.

Winter Weather Tips

Please make sure that a path from the 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 the safety of the customer as well as the driver.

Please be ready a few minutes earlier than the originally scheduled pick-up time, just in case the driver does arrive early.



NOTICE TO BENEFICIARIES

BARTA is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 (“Title VI”).

To request more information about Title VI or to submit a written complaint if you believe that you have been subjected to discrimination, you may contact:

Civil Rights Officer
BARTA
1700 North 11th Street
Reading, PA 19604
610-921-0601 ext. 2225 610-921-9420 (fax)
barta@bartabus.com

In addition to your right to file a complaint with BARTA, you have the right to file a Title VI complaint with the

U.S. Department of Transportation
Federal Transit Administration, Region III
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

AVISO A LOS BENEFICIARIOS

BARTA está comprometido a proporcionar servicio no discriminatoria para garantizar que ninguna persona es excluida de la participación en, o negar los beneficios de o sometida a discriminación en la recepción de sus servicios sobre la base de raza, color u origen nacional como protegido en el título VI de la Ley de derechos civiles de 1964 (“título VI de”).

Para solicitar más información sobre el título VI o para presentar una denuncia por escrito si usted cree que ha sido sometidos a discriminación, puede comunicarse con:

oficial de los derechos civiles
BARTA
1700 North 11th Street
Reading, PA 19604
610-921-0601 ext. 2225 610-921-9420 (fax)
barta@bartabus.com

Además de su derecho a presentar una queja con BARTA, usted tiene derecho a presentar una queja del título VI con el

U.S. Department of Transportation
Federal Transit Administration, Región III
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

Equal Employment Opportunity

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 Berks Area Regional Transportation Authority that Equal Employment Opportunity will be afforded to all individuals regardless of race, color, religion, national origin, sex, disability, age, genetic information or any other applicable legally protected category who are employed or who desire employment with the Berks Area Regional Transportation 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 is assigned to the South Central Transit Authority's Director of Administration & Human Resources as the EEO Officer. However, all management personnel at the South Central Transit Authority share in this responsibility and will be assigned specific tasks, as appropriate, to assure compliance is achieved by the Berks Area Regional Transportation Authority.

Any applicant or employee has the right to file a complaint alleging discrimination with the EEO Officer, Laura Hopko, or the Pennsylvania Human Relations Commission.

Recognizing the importance of this program, the performance of Managers and Supervisors of the South Central Transit Authority who have management and administrative responsibilities for the Berks Area Regional Transportation Authority will be evaluated on the success of the EEO Program the same way as their performance on other Authority goals will be evaluated. It is the belief of the Berks Area Regional Transportation Authority that the successful achievement of EEO goals will provide benefits to the community through fuller utilization and development of previously underutilized human resources.

De acuerdo con el Departamento de Transporte, la Administración Federal de Tránsito, C4704.1 circular, de 26 de julio, de 1988 Estados Unidos, es la política de la Autoridad Regional de Transporte de Berks Área de Igualdad de Oportunidades que se le otorgará a todas las personas sin importar la raza, el color, religión, origen nacional, sexo, discapacidad, edad, información genética o cualquier otra categoría protegida legalmente aplicables que están empleados o que desean empleo con la Autoridad regional de Transporte Área de Berks. Además, la Autoridad se compromete a llevar a cabo un programa de acción afirmativa, con objetivos y plazos, con el fin de superar los efectos de la discriminación pasada sobre las minorías y las mujeres. La responsabilidad de la aplicación del Programa de EEO se asigna al Director de Recursos Humanos y Administración de la Autoridad de Tránsito Centro Sur como Oficial de EEO. Sin embargo, todo el personal de dirección en la parte central del sur Autoridad de Tránsito en esta responsabilidad y se les asignará tareas específicas, en su caso, para asegurar el cumplimiento se logra por la Autoridad Regional de Transporte Área de Berks.

Cualquier solicitante o empleado tiene el derecho de presentar una queja alegando discriminación con el Oficial EEO, Laura Hopko, o de la Comisión de Relaciones Humanas de Pensilvania.

Reconociendo la importancia de este programa, el desempeño de los gestores y los Supervisores de la Autoridad central del sur de Tránsito que tienen la gestión y las responsabilidades administrativas de la Autoridad Regional de Transporte de Berks Área será evaluado en el éxito del Programa de EEO la misma manera que su desempeño en otra se evaluarán los objetivos de la autoridad. Es la creencia de la Autoridad Regional de Transporte Área de Berks que el logro de metas de EEO proporcionará beneficios a la comunidad a través de una utilización más plena y el desarrollo de los recursos humanos previamente infrautilizados.

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. BARTA'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, 1700 North 11th Street, Reading, PA 19604 or by email barta@bartabus.com or by phone (610) 921-0601. For more information, visit www.bartabus.com

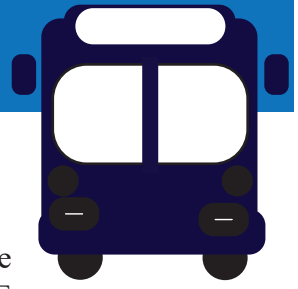
Americans with Disabilities Act (ADA) Modificación Razonable

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 BARTA 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, 1700 North 11th Street, Reading, PA 19604 o por correo electrónico barta@bartabus.com o por teléfono (610) 921-0601. Para obtener más información, visite www.bartabus.com

Senior Free Ride Program on BARTA Bus Service



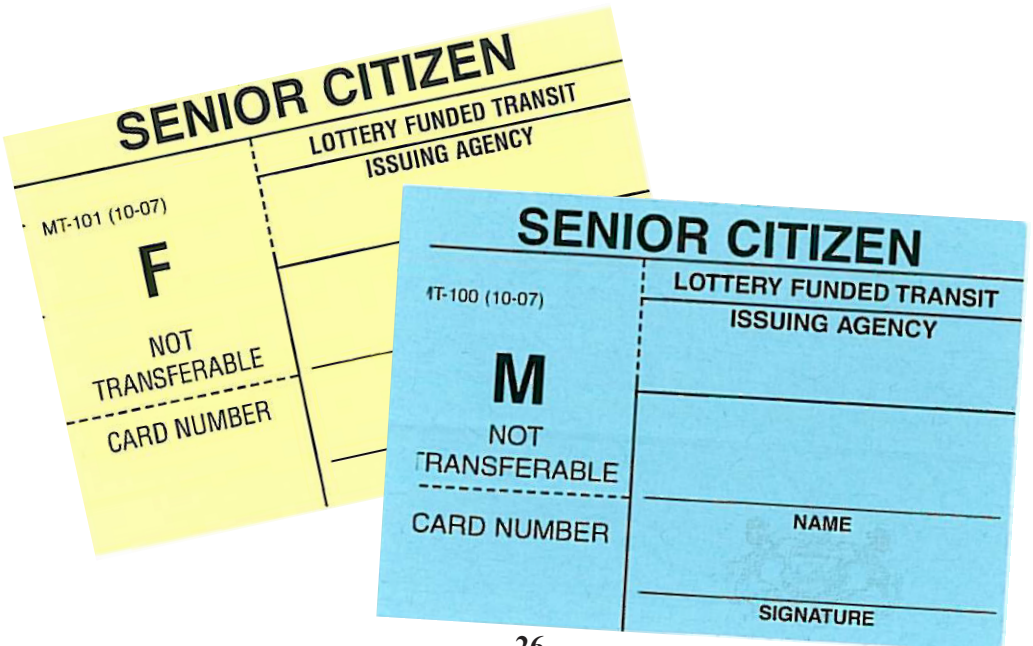
Seniors can ride BARTA Bus Services for FREE!

As part of the Pennsylvania Senior Citizens Free Ride Program, customers 65 years of age or older can ride FREE on BARTA 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 BARTA offices to complete an application. BARTA 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. BARTA staff will mail the Senior ID card to the customer upon approval.

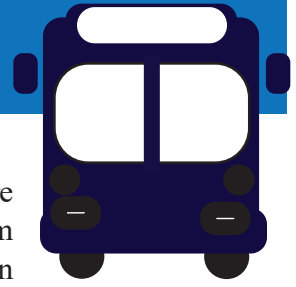


The following are Pennsylvania's approved proof of age documents:

- 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 BARTA 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 BARTA's fixed-route bus service. A half-fare application must be completed to determine eligibility for the half-fare program. If a customer does not have a Medicare card the application must be completed by a professional.

Once approved, the customer can show the half-fare card to the driver to receive the discount fare. The card must be shown each time the customer rides.

Half-Fare Program Applications are available

Website: Applications are available to download at BARTA's website www.bartabus.com

Mail: Applications can be mailed to customers.
Call 610-921-2361 or 1-800-383-2278.

In-Person: To apply in person, stop by the
BARTA Special Services Office
1700 N. 11th St., Reading, PA 19604





610-921-2361 • www.bartabus.com

Berks Area Regional Transportation Authority
1700 N. 11th Street, Reading, PA 19604

Serving Berks County Since 1973