



New Fare Structure Announcement

After months of discussions and with the cooperation of officials from both Chester County and PennDOT, Rover is announcing a new Fare Structure for our service that goes into effect on Thursday, December 1st, 2016. Many of you will remember in December of last year that we announced a change in the fares that we did not implement; we are pleased to share with you that any increases have been lessened in this new fare structure. It is important for you to know that this change will not change the \$1.00 fare for "Essential Rides" to grocery stores, medical appointments, Senior Centers under the Senior Shared Ride program. Our Passengers with Disabilities program minimum fare remains \$4.00 for trips under 10 miles. The complete Fare Structure is shown below:

MILEAGE	NEW 15% FARE	NEW FULL FARE	NEW SAME DAY RATE
0.00 - 4.99 miles	\$1.75	\$11.75	\$13.50
5.00-10.99 miles	\$3.70	\$24.85	\$28.35
11.00-16.99 miles	\$6.20	\$41.30	\$47.50
17.00-20.99 miles	\$7.75	\$51.60	\$59.35
21.00-30.99 miles	\$11.60	\$77.40	\$89.00
31.00-40.99 miles	\$15.50	\$103.20	\$118.00
41+ miles	\$19.35	\$129.05	\$148.40

We have offered to visit our Senior Centers and Adult Care Centers to visit there facilities to answer any questions or concerns about these changes; please contact the facility you attend for more information on any scheduled visit (contact information for the Senior Centers is listed on page 3 below our calendar). We will also add this information to our Facebook page (search "Rover Community Transportation") and via Twitter @RoverCommTrans.

News & Notes: IVR System Rollout

We are pleased to announce that we are currently testing a new feature that works in conjunction with the shared ride software system, Ecolane. The feature is the Interactive Voice Response (IVR) system that will provide customers with advanced notification of their upcoming trips. IVR is a feature you may be already familiar with as it is utilized by many other service providers to inform you of a pending appointment. The IVR rollout began in October to a customers funded under the Medical Assistance program and it is our goal to eventually provide this to all customers in 2017.

Passengers will receive a phone call from Rover the night before their scheduled ride to confirm their trip and also provide them the opportunity to cancel their trip, should they so choose. We believe that this new IVR system will provide a great amount of assistance for our passengers by allowing them to receive updated trip information the night before their scheduled ride and the ability to cancel the ride(s) if no longer needed.

On the day of their trip, passengers will receive two additional phone calls; each coming approximately 30 minutes prior to their scheduled pick up time with their updated estimated pick up time. These calls are for reminder purposes only and will not allow the consumer an opportunity to cancel their ride. If they need to do so on the day of their trip, consumers will need to call Rover directly.

We remind our passengers that they can also utilize the self-service portal from any mobile device with internet access or any PC to make cancellations or receive up to date scheduling information. If you have not signed up for the self-service portal, please feel free to ask the customer service agent to sign you up when you are on the phone, it takes just a minute and the only additional information we will need is your email address.

Safety Corner: Personal Care Attendants

In our monthly Safety column our Senior Safety Officer, Chris, provides us with some valuable safety information. In this month's edition, he talks about the importance of Personal Care Attendants.

We all like to think that we can handle whatever life gives us on our own. However, it's very important to recognize that there are times when we need help physically maneuvering around in our daily lives.

When we need someone to help with transportation needs, Rover is always there, but we understand there are times when Rover's service is just not enough. In times like these, having a Personal Care Attendant (PCA) is extremely beneficial.

To have a designated PCA for Rover is fairly simple. The PCA must be over the age of 18, be physically and mentally able to assist the rider on and off the vehicle and cannot be in a mobility device or need the assistance of a cane, walker, etc. Passengers confined to a wheelchair are automatically approved to have a PCA ride with them.

For other passengers that still need assistance and wanting to obtain permission for a PCA, the passenger must complete the Rover PCA request form. This form requires a doctor's verification and signature stating that the passenger needs assistance.

Rover recognizes that Personal Care Attendants can prove extremely valuable to our passengers who are in need of additional assistance. This simple process will get you the extra help you need when riding Rover.

THANKSGIVING CLOSURE NOTICE
Rover will be CLOSED on Thurs., November 24th and Fri., November 25th in observance of the Thanksgiving Holiday. All rides for Monday, November 28th must be reserved by 1:00 p.m. on Wed., November 23rd over the phone, or 1:00 p.m. on Tues. Nov. 22nd, via www.riderover.com



Each month, Rover is out and about throughout Chester County at various events and facilities, here's a look at where we'll be in November. Feel free to come out and meet us!! Also, please find the contact information for each of the 6 Senior Centers in Chester County. They always have something fun and exciting going on!!

NOVEMBER 2016						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
					Tel Hai Merchants & Community Services Faire - 10-2	
6	7	8	9	10	11	12
					Phoenixville Senior Center - 11:00 a.m.	
13	14	15	16	17	18	19
					Downingtown Senior Center - 11:00 a.m.	
20	21	22	23	24	25	26
				Rover Closed - Thanksgiving Day	Rover Closed - Day After Thanksgiving	
27	28	29	30	Dec. 1	Dec. 2	Dec. 3
			Oxford Senior Center - 11:00 a.m.			

Coatesville Area Senior Center

22 North 5th Avenue.
Coatesville, PA 19320
610.383.6900
www.coatesvilleseniorcenter.org

West Chester Area Senior Center

530 East Union Street
West Chester, PA 19382
610.431.4242
www.wcseniors.org

Phoenixville Area Senior Center

153 Church Street
Phoenixville, PA 19460
610.935.1515
www.phoenixvilleseniorcenter.org

Kennett Area Senior Center

427 South Walnut Street
Kennett Square, PA 19348
610.444.4819
www.kennettseniorcenter.org

Oxford Area Senior Center

12 East Locust Street
Oxford, PA 19363
610.932.5244
www.oxfordseniors.org

Downingtown Area Senior Center

983 East Lancaster Avenue
Downingtown, PA 19335
610.269.3939
www.downingtowntseniors.org

Silver Anniversary

Recently at our annual Safety Breakfast, we honored those who have celebrated employment milestones with us. One of our drivers, Carol Stringer, celebrated her 25th anniversary and as is our custom, was given a watch to both commemorate the occasion and thank her for her many years of service. Pictured is Carol with Gary Krapf, Rover's President. Congratulations Carol!



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www.riderover.com

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A Very Festive Bus

One of our Handi-Crafter's drivers, Suzie Kuneck loves all of the holidays and much to her passengers enjoyment, decorates her bus to celebrate. We took a few pictures of her, her bus and passengers in full Halloween celebration mode. Thank you Suzie for always going the "extra mile" and creating such a fun environment for them to travel on each day!!



Krapf's Partners with Alex's Lemonade Stand Foundation

In July, during Krapf's (Rover's Parent Company's) Annual Leadership Summit, Dale and Dallas Krapf announced that Krapf's Board of Directors has selected Alex's Lemonade Stand Foundation as the first official charity that will be supported company-wide in Krapf's 74 year history.

Our first official "Lemonade Stand" event took place at East Brandywine Township's Community Day on August 20th, where Krapf's employees and volunteers sold lemonade and had a "goldfish toss". The event was a success with over \$1,600 being donated through on site and online donations. We are greatly looking forward to more of these events and helping a great organization with their mission of working towards curing childhood cancer.