

**Blair Senior Services, Inc. Transportation Program
Notification of Non-Medical Exceptional Trip Policy
Effective December 1, 2018**

This correspondence is written notification that as of December 1, 2018, any Non-Medical Exceptional Trip must be paid at the full fare rate.

To help everyone understand how this change could affect you, the following questions are answered:

What is a Non Medical Exceptional Trip?

If you have not scheduled your van ride by the business day prior to the trip, your trip will be considered an Exceptional Trip - one that our scheduling team must make an "exception" to force into the schedule. However, if your trip is to a medical facility, it would not fall under this guideline. Non-medical trips would include trips to locations such as shopping, dining and hair and beauty salons.

What is full fare?

All trips are sponsored, at least in part by various funding sources, such as the Lottery, Pennsylvania Department of Aging and Pennsylvania Department of Human Services. The charge for an Exceptional Trip will increase from the current cost of \$5.00 each way, to the full fare. The full fare rates will cost between \$15.00 to \$35.00 each way.

Why is this change being made?

Blair Senior Services, Inc. requires that all trips be scheduled the business day prior to the trip. This allows the scheduling system to lock in the schedule, the riders and the drivers of all vans for the following day. When an Exceptional Trip is forced into the tight schedule, it causes disruptions to the remaining trips throughout the day and also increases costs and wait times. This change in policy will reflect those costs.

How can I avoid making an Exceptional Trip?

Call and schedule your trip at least one business day prior to the trip. Trips can be scheduled up to two weeks in advance, and the sooner your trip is scheduled, the easier it is for the system to lock in your day and time. Any trip that is requested after 2:00 p.m. one business day prior to your appointment may be denied due to lack of availability.

What if I have a Medical Trip that I could not schedule before?

Blair Senior Services, Inc. will continue to accommodate a same day medical trip, at the current copay rates. Medical trips have always been, and will continue to be, a priority for scheduling.

If you have any questions, please contact the Transportation Program at (814) 695-3500.