



These trips may be booked one calendar week in advance, but no later than midnight (12:00 am) of the same morning of the trip. PTS will maintain a fifteen (15) minute window from the actual scheduled pickup time. This may vary depending on weather and road conditions. Therefore you need to schedule the ride for 15 minutes earlier than you would ordinarily need to leave to allow for this 15-minute window. To schedule a pick-up time, please follow the instructions below.

1. Call **898-Ride**. You will get voice mail, which will give you two options.

2. Option #1 is for recorded information. Option #2 is to speak to a live operator.

3. After Option #2 is announced you must **push 4 on your telephone. (This will not be announced.)** This will take you to a private mailbox. At the prompt please leave your:

- **Name**
- **Request day and date**
- **Pick-up time**
- **Pick-up address**
- **Destination**
- **Telephone number**

4. Be ready to leave at your scheduled time (vans are only required to wait for three [3] minutes after they arrive at your location).

5. Have your Penn Card/ID ready to show to the Shuttle driver when you enter the van.

6. Should you experience any delays in pickup over thirty (30) minutes, please call 898-RIDE (**Please do not call this number unless it is an emergency**).

### **Procedure for Canceling a Pick-Up**

1. a) Pre-scheduled Cancellation between 7:00 am - 12:00 am, Monday through Sunday

1. Call 898-RIDE
2. Press #4 after introductory message to reach the reservation line.
3. Leave your message with name, address, date and time of pick-up.
4. Your pick-up will be automatically canceled.

b) Emergency Cancellation between 12:00 am - 7:00 am, Monday through Sunday call 898-RIDE

2. You must call to cancel a scheduled pickup or it will be considered a "no show". Two (2) "no shows" in a thirty (30) day period will result in a suspension of service for a one (1) week (7 day) period.

### **EVENING SHUTTLE SERVICE**

To get home from campus or the hospitals between the hours of 8:00 pm and 12:30 am, Penn Transit Services has a special shuttle service just for medical students. This service will pick up students at the following stops: the Penn Tower Hotel, the Johnson Pavilion, Presbyterian Hospital and the VA Hospital and take them to their residences within the boundaries. To access this service please follow the instructions below.

- Call 898-RIDE. Press #2 to speak with a live operator.
- Identify yourself as a Penn Medical Student.
- Let the operator know at which stop you are located (Penn Tower, Johnson Pavilion, Presbyterian Hospital or the VA.)
- The van will pick you up within 15 minutes from the time that you call.
- Have your Penn Card/ID ready to show to the Shuttle driver when you enter the van.

### **PENN TRANSIT SERVICES (PTS)**

You may call the PTS Idea Line (215-898-IDEA) at any time for any compliments, complaints, or new ideas on improving this service. PTS is **closed** will not operate services on the following holidays: **MLK Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday following Thanksgiving Day and December 24th through January 1st.**