A Traveler's Best Friend

ROVER
Community Transportation

Frequently Asked Questions

Q. Why is ROVER now taking all of Rainbow Cabs reservations?
A. PENNDOT wants a centralized call center for everyone in the county. Since ROVER is Chester County's Shared Ride Coordinator, PENNDOT wants all calls to go through one phone number for its shared ride system. The number that should be called is 484-696-3854.

Q. Is Rainbow Cab still doing local and airport rides?
A. Yes. Rainbow Cab is still performing all of the rides to the Philadelphia Airport under the Senior Shared ride Program. Rainbow will also be doing some of the local rides that they used to do. Under this new system Rainbow feels that they can no longer perform all of the local rides that they used to and that is why so Rainbow Cab consumers will see a ROVER vehicle pull up for them. During the transition period ROVER has agreed to help Rainbow pick up or return some of its customers.

Q. I heard that ROVER is using a different software program. Is this true?
A. Yes. ROVER has started using a PENNDOT procured software system called Ecolane. This is a routing and scheduling software program that is much more automated then our old system. This software will help do most of the scheduling of rides and assign rides to the various buses. In the past all of this was done manually.

Q. How come when I call in to make a reservation to go to the airport I still get transferred to Rainbow Cab even though I have given ROVER all of my information?
A. Rainbow Cab insisted that once ROVER took all of the pertinent information regarding an airport ride that we transfer the call to them so they could ask more detailed questions. This was a decision made by Rainbow Cab.

Q. When I call in to make a reservation or cancel my ride I am on hold for 30 minutes or sometimes longer. Why did the wait times increase so much?
A. We are working very hard to bring those times back down to where they were. On an average day ROVER's call center took approximately 1,100 calls per day. Since the implementation of Ecolane, we have been averaging over 1,700 calls per day. We have brought in extra staff to help with the increased amount of calls. These additional calls have been Rainbow Cab consumers, weather related calls, and calls regarding the whereabouts of the vehicle. We are also experiencing a sharp increase in ridership which has added more consumers to our phone lines. We are hoping that as we clear up "issues" with the system that the call volume will return to where it was in the past and with the additional staff on the phones help decrease the wait time on hold.

Q. My bus has been late several times or has not shown up at all over the past two weeks. What is being done to correct this?
A. The first week that we started using the new system we found a lot of "issues" that have since been corrected. Some of the data that was converted from one system to the other did not carry over all of the information it was supposed to. As we went along we also found other issues with the routing itself that we have been able to correct. All of the ROVER staff has been diligently working on making corrections to the system as quickly as we could, once we found the cause of the issues. As with any change, there is going to be some issues that need to be worked out. We did not anticipate the amount that we had unfortunately ran into the first week or two.

Q. If I normally ride Rainbow Cab who do I call to cancel the ride?
A. All cancels should be called into the ROVER call center. The only time Rainbow should be called directly is if it a same day cancel for an airport ride. Now that Rainbow is using the Ecolane system they can now see if your ride was cancelled. Before they started using the system we had asked for consumers to call them so that they were aware. Now that we are both using the same system, all calls should go to ROVER.

Q. Other then an essential senior ride, in which my fare is $.75, why did my fare go up/down from what it always used to be?
A. Our fare structure is based off of mileage of the trip that has been entered into the system. This fact and the fares per mileage have stayed the same. What has changed is that in our old system it took the mileage "as the crow flies" which were more straight miles. The new system calculates the miles based off of Google Earth and takes into account "true" travel miles. This could cause the ride to be shorter or longer which could put the fare into the next fare category. Rainbow Cab was also not always charging the correct fare. In some cases the consumer was being undercharged according to the fare structure.

Q. I used to ride Rainbow Cab all of the time. Now when I call to schedule a ride the Customer Service Representative is asking me for all of my information. Why?
A. In order for us to enter a consumer into the system we need all of the persons personal information to be in the system. Such as name, address, phone numbers, etc. When ROVER started to take Rainbow Cab reservations for its consumers, Rainbow could not provide that information to ROVER. Since the system will not allow a ride to be processed unless there is that information, ROVER was forced to ask for that information the first time a person called in. Once we have that information, it is stored and will no longer be needed to make any future rides.

Q. If the senior center is closed due to the weather do I need to call in and cancel my ride there for that day?
A. No. If the center is closed due to weather or any other emergency then your ride will automatically be cancelled in the system so there is no need for you to worry about having to call in to cancel your ride. We will take care of all of that for you.

Q. How do I find out if ROVER is closed for the day due to the weather?
A. If ROVER should close for the day due to weather related issues there are several ways to find out. We will put that information on our website and on our Face Book page. We will also notify KYW 1060 AM about our closing for the day. We will also put it on our phones, in the message that you will hear, when you first call in. When calling 484-696-3854 the close message will be the first thing you hear prior to any other message. If there is no message saying we are closed then we are open for business as usual. Even if we are open remember that many places are closed down and travel will be slow. We will do our best to get to you on time but due to road conditions travel might be slower than normal.

Q. Who do I call if I have a complaint or a compliment?
A. For all complaints or compliments please call into our customer service call center. The number that should be called is 484-696-3854. Every complaint gets documented into our system and reviewed. If a call back is desired then one of our office staff personnel will contact you back within 24 hours.

Q. If I wish to schedule a ride or cancel a ride is there any other option besides calling in?
A. Yes. As long as the ride is not for the next day you can make all of your reservations, except for the airport, on our website at www.riderover.com. At this same website you can also cancel your scheduled ride. This way there is no need for you to have to call into the call center. Once the reservations have been entered you will receive an email letting you know that your ride has been scheduled and all of the details of that ride.

Q. How far in advance can I schedule a ride?
A. All rides can be scheduled up to 30 days in advance. If you wish to schedule a ride for the next day it must be done before 11:00AM the preceding day. This would include all rides to the airport as well to be covered under the senior shared ride program. By calling 484-696-3854 and listening to all the prompts will ensure that you get the correct person to handle all of your needs.

Q. If I wish to make an airport reservation do I have to go through the regular reservation line?
A. When calling into our office, 484-696-3854, there is a message that lists 7 different options. By pressing Option 7, it will take you directly to one of three people that will help you make your airport reservation only.