



1-866-579-RIDE, www.PaCommuterServices.org

FOR IMMEDIATE RELEASE

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Live Help Center Offers Commuters Immediate Assistance

YORK, Pa. (August 16, 2012) . Commuter Services of Pennsylvania has launched a new online Live Help Center. Commuters can visit www.pacommuterservices.com and have the opportunity to chat in real time with a staff member. This interactive tool provides a whole new level of personal service.

Rather than making a phone call or waiting for an email reply, commuters can ask any questions they may have through the Live Help center and receive an immediate response during normal business hours. Whether it is to inquire about finding carpool matches, locate a nearby vanpool, or identify the best bus route and schedule, Commuter Services is available to assist commuters more quickly and efficiently.

“Last year we launched the smart phone compatible online-matching software, EzRide. And now we are very excited to present the new Live Help option to commuters,+said Brandy Heilman, Executive Director of Commuter Services of Pennsylvania. %We are always looking for ways to better assist commuters. Now this technology can help them to get answers instantly and also allows our staff to be more efficient in managing the numerous requests we get every day for help with commuting options.+

Using alternative transportation, such as carpooling or taking the bus, results in fewer cars on the roadways, which helps to improve air quality and reduce traffic congestion and travel time. Commuter Services works with employers and commuters to encourage a variety of commuting options including biking, taking transit, carpooling, walking, vanpooling or telecommuting.

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About Commuter Services
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Funding is provided by the Federal Highway Administration through PennDOT and the regional metropolitan and rural planning organizations.

Commuter Services board includes transit agencies, planning organizations and chambers:

- Harrisburg Regional Chamber; the Gettysburg Adams, Lebanon Valley, Greater Chambersburg, and the York County Economic Alliance; Lancaster and Greater Reading Chambers of Commerce & Industry;

- Berks Area Regional Transportation Authority (BARTA), County of Lebanon Transit Authority (LT); Red Rose Transit Authority (RRTA, Lancaster); York Adams Transportation Authority (rabbittransit); Capital Area Transit (CAT, Cumberland-Dauphin-Harrisburg);
- Lancaster, Lebanon, Reading and York Area Metropolitan Planning Organizations (MPOs); Harrisburg MPO (Cumberland, Dauphin and Perry counties) and Adams and Franklin counties Rural Planning Organizations (RPOs).

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