

QUICK REFERENCE for ParaTransit



What you should know about ParaTransit

- For ParaTransit reservations, call (914) 995-7272.
- ParaTransit is a Origin to Destination, Curb to Curb and Shared Ride service.
- You must **renew** your “Standing Order” quarterly in March, June, September and December (between the **1st & 15th** of the month).
- **Advance reservations** can be made Monday through Friday from 9 a.m. to 5 p.m., **up to 7 days in advance**.
- Always have your ParaTransit card, with your I.D. card with you.
- **To cancel reservations**, you must call **no later than 2 hours prior** to your scheduled trip.
- **Next day reservations** must be made by **5:00 p.m.**
- Have all your travel details ready before you call to make a reservation.
- Tell the reservationist you are traveling with a companion, aide, oxygen, or service animal.
- Be outside **10-15 minutes prior** to your scheduled pick up time.
- Remember, the van will **only wait 5 minutes**.
- If your van **does not** arrive, call **(914)995-7272 & press 2**. And follow prompts.
- The **fare** for ParaTransit is **\$5.00**. Exact change only.

Online Reservation:

<https://wcpareserve.westchestergov.com/>

ParaTransit Phone Menu

Call (914) 995-7272

- **Press #1**

For ParaTransit reservation(s) or to renew standing orders.

- **Press #2**

For same day reservation(s), pick up times and cancellations.

- **Press #3**

To confirm or cancel your advance reservation through our automated system. Please enter your ParaTransit ID & password (ie. **Year of Birth** (_____)).

- **Press #4**

To schedule an interview.

- **Press #5**

For general information, request an application, eligibility questions, status of applications, conditions of eligibility and recertifications.

- **Press #6**

To speak to a supervisor.

For any additional questions, please call:

Office for People with Disabilities

(914) 995-2957

148 Martine Avenue, White Plains, NY 10601