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://wcparareserve.westchestergov.com/

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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

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