

## ParaTransit Rider Information

### DAYS AND HOURS OF SERVICE

#### Service Hours:

ParaTransit will provide a shared ride, origin-to-destination/curb-to-curb service to all eligible passengers within Westchester County during the following hours:

ParaTransit riders whose trips begin and end within  $\frac{3}{4}$  mile of an operating regular Bee-Line bus route may have additional hours of service. ParaTransit service will operate during the following hours.

<b>Mondays through Fridays</b>	<b>5:00 a.m. to 1:54 a.m.</b>
<b>Saturdays</b>	<b>5:30 a.m. to 1:54 a.m.</b>
<b>Sundays</b>	<b>5:30 a.m. to 1:35 a.m.</b>

(Service may not be available in all areas at all times.)

Please call the Bee-Line System Hotline at **(914) 813-7777** for details on route information during regular business hours, Monday through Friday 8 a.m to 4 p.m.

#### Holiday Service:

ParaTransit service is **not available** on Thanksgiving or Christmas Day.

Saturday and Sunday service is available for the major holidays listed below:

- **New Year's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Martin Luther King Jr. Day**
- **President's Day**

ParaTransit riders, who want to confirm or schedule a trip on the day after a holiday, should call (914) 995-7272 and press prompt 2 to speak to the dispatch office.



### **Personal Care Attendants (PCA):**

If indicated on your ParaTransit application that you travel with a personal care attendant, it will be indicated on your ID card and the attendant will travel with you free of charge.

### **Children:**

Children under five (5) years old, and accompanied by a fare paying adult, travel for free.

We **recommend** any child under the age of seven (7) years old, be accompanied by an adult who should also provide the child with a car or booster seat.

### **Visitors:**

Under the Americans with Disabilities Act, ParaTransit eligible riders from other municipalities are entitled to use Westchester County ParaTransit service. Visitors are entitled to twenty-one (21) days of service within one calendar year.

- Visitors needing more than twenty-one (21) days of service are required to apply for permanent eligibility certification.

## **SUSPENSION POLICY**

ParaTransit is a public transportation service for individuals with disabilities. Riders are expected act appropriately when using this service.

Riders that display any of the following actions may be temporarily suspended from the service:

- Acts of vandalism.
- Physical or verbal abuse of a driver or another passenger.
- Sexual harassment.
- Refusal to wear a seatbelt.
- Smoking on the vehicle.
- Refusal to pay the fare.

### **Additional Violations Will Also Apply:**

- **No Show:** Rider failing to appear for the scheduled trip(s).
- **Cancel at the Door (CAD):** Cancellation of a vehicle when it arrives for your scheduled pick up.
- **Cancel Late (CL):** Cancelling your scheduled pick up less than 2 hours before your scheduled pick up time.

It is the policy of Westchester County ParaTransit that our riders follow the guidelines and policies to ensure service is utilized appropriately. If a rider establishes a pattern or practice of

excessive “No Shows” and/or “Cancel at the Door” shall be subject to temporary suspension of service. This policy is necessary in order to recognize the negative impact this might have on the overall service to other passengers as well as the cost of providing ParaTransit services. The following guidelines will be followed as it relates to an individual riders violation of the service as explained above.

Any combination of No Shows and/or Cancel at the Door in any consecutive 30 day period and is defined as a violation of this policy. Passengers will then be subject to sanctions as described below. **Please note considerations for the number of violations will be made for more frequent users of the service, providing the number of violations do not exceed 10% of the total trips taken.**

Please note that if a rider No Shows, Cancel at the Door or Cancel Late and has one or more other trips on the same day Westchester County ParaTransit will not automatically cancel subsequent trips. It is the rider’s responsibility to either take the later trip(s) or cancel it in a timely manner if they wish to avoid being charged with any additional violations.

A trip missed by a rider for reasons beyond their control, including a ParaTransit error or uncontrollable or unpredictable impact of their disability will not count as a violation. Documentation of impact may be required.

Also a rider will not be held responsible for a No Shows and/or Cancel at the Door if a mistake was made by the reservationist or scheduler for that booked the trip.

**The following Suspension Periods will be applied to violations of this policy within a 30 day period.**

- **1<sup>st</sup> Violation- Letter of Warning**
- **2<sup>nd</sup> Violation- 7 day temporary suspension of service.**
- **3<sup>rd</sup> Violation- 14 day temporary suspension of service.**
- **4<sup>th</sup> Violation- 21 day temporary suspension of service.**
- **5<sup>th</sup> Violation- 28 day temporary suspension of service.**

#### **Standing Orders:**

If a rider has a standing order and receives a **2<sup>nd</sup> violation** they will lose their standing order.

#### **Appeal Process:**

Riders receiving a suspension notification letter will have the right to appeal prior to implementation of the suspension. To file an appeal a rider or his / her representative may submit to Westchester County ParaTransit a written explanation of why the rider should not be suspended along with any supporting facts and statements or call (914) 995-2958 and speak with

the appropriate personnel. The appeal must be received within seven (7) days of the date of the suspension notification letter. Appeals may be sent to:

Westchester County ParaTransit  
Attention Director  
148 Martine Avenue Room 102  
White Plains, NY 10601

## **MAKING TRIP RESERVATIONS BY PHONE OR ONLINE**

### **General Information:**

To make a reservation for ParaTransit please call (914) 995-7272 {PARA} and press prompt 1.

The reservation agent will book your trip request while you are on the phone, and review all trip information provided. The rider will be instructed to contact the appropriate vendor the night before your trip to receive the scheduled pickup times. Please note the rider will also receive a call from the automated call service the night before your trip.

The ParaTransit reserves the right to adjust your scheduled pick-up time(s) to achieve the most efficient scheduling. However, it may not be possible to reach a rider if they do not have voice mail or home answering machine. It is recommended that the rider contacts the vendor's dispatch office the morning of your scheduled trip to confirm all pickup times.

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

### **Trip Planning:**

When planning your trip allow for extra travel time during inclement weather, traffic and picking up or dropping off riders. You should be ready to board the vehicle ten (10) minutes before your scheduled pick-up time. You may wait indoors or under shelter but you must be in a position to observe the arrival of the Paratransit vehicle.

- All drivers must get out of vehicle when a rider boards or exits at all times.
- Drivers **WILL NOT** knock on doors or ring doorbells.
- Visual impairment rider(s) will be notified by driver upon arrival with a gentle beep of the horn.
- If further assistance is needed, per our "Origin to Destination" policy, the driver will assist from your building exit door to the vehicle or from the vehicle to your first building entrance door. Please refer to the definition section for further explanation.

## **Making Your Reservations:**

ParaTransit **is not** an emergency service. Reservations can be made Monday through Friday between 9 a.m. and 5 p.m., and up to seven (7) days in advance. Next day reservations can also be made on Saturday and Sunday by pressing prompt 2. Your call will be directed to the dispatch office (except on Thanksgiving and Christmas day when the office is closed). When making a reservation, please be prepared to provide the following information:

- Your ParaTransit ID number and first and last name.
- Your destination with FULL address (building number, street name, city, zip code) and destination phone number.
- The date of the trip(s).
- The time you need to arrive at your destination
- The time you need to return.
- Traveling with a mobility device (wheelchair, scooter, service animal, oxygen tank)
- The number of persons traveling with you.

**Please note that any request to change a trip CANNOT be made to the drivers.**

## **ParaTransit Taxi Program:**

Westchester County ParaTransit also provides alternative taxi service in designated areas of Westchester County. Please note that riders must receive approval from the reservation office to use this service. All trips must be booked the day before the requested trip by calling the ParaTransit reservation line.

## **Same Day Trips and Changes:**

Requests for same-day trips are accepted on a space-available basis **ONLY**. To reach the dispatch office during service hours please call the main number at (914) 995-7272 and press prompt 2 and then press prompt 1. It is recommended that you call at least two (2) hours before the time you need to travel.

## **Making Reservations on Holidays:**

Reservations on all holidays, except for Thanksgiving and Christmas Day, can be made by calling (914) 995-7272 and pressing prompt 2 to reach the dispatch office between the hours of 9 a.m. and 5 p.m.

## **STANDING ORDERS OR SUBSCRIPTION TRIPS**

A standing order (or subscription trip) is when the rider takes the same trips at least twice a week and with the same travel times. Requests for a standing order will be accepted on a space-available basis by calling the Paratransit reservation line during regular business hours. Due to a high demand there is a waiting list so it may be several months before requests are accommodated.

When a standing order trip is requested the rider must provide the necessary information as follows, the days of the week you need to travel and the information listed under “Make Your Reservations.” If you need to make any change(s) in time, destination or additional trips to your existing Standing Order, this will be treated as a new request.

When you receive a Standing Order, you must renew the reservation on a quarterly basis. Renewals are done by the rider, or a designee, by calling the Paratransit line at (914) 995-7272 between the 1<sup>st</sup> and 15<sup>th</sup> day of the beginning month of each quarter (March, June, September, and December).

Please note that if a rider has a standing order and receives a **second violation**, they will lose their standing order.

## **CANCELLATION PROCEDURES**

All cancellations must be made by at least 2 hours prior to your scheduled pick up time(s). Cancellations can be made by calling (914) 995-7272 prompt 2 to speak to the dispatch office.

Failure to cancel or keep a scheduled pick-up will be considered a Cancellation at Door (CAD), Cancel Late (CL), or No Show (NS), please review “SUSPENSION POLICY.”

## IMPORTANT TELEPHONE NUMBERS

Office for People with Disabilities	Phone	(914) 995-2957
	Fax	(914) 995-2799
	TTY	(914) 995-7397

Bee-Line Hotline	
For Bee-Line bus information	(914) 813-7777
Ticket Book Sales	(914) 995-7718

ParaTransit Main Number for Reservations (914) 995-7272

Online reservations system at <https://wcpareserve.westchestergov.com/>

When booking a reservation by phone, you will have a certain number of prompts to follow. Listen carefully to the entire message before selecting a prompt as sometimes updates are made.

### Prompt 1:

- You may confirm, cancel or obtain information about same-day trips.
- You may obtain the status of a vehicle.

### Prompt 2:

- Press 1 to be directed to Suburban ParaTransit
- Press 2 to be directed to Peekskill Taxi
- Press 3 to be directed to New Rochelle Taxi
- Press 4 to be directed to Yonkers Taxi
- Press 5 to be directed to White Plains Car Service

### Prompt 3:

- You may confirm or cancel your advance reservation.
- You will be required to enter your ParaTransit ID and password.

### Prompt 4:

- You may schedule a ParaTransit interview.

### Prompt 5:

- You may obtain general information.
- You may request an application; ask eligibility and recertification questions; and obtain the status of application.

### Prompt 6:

- You may request to speak to a supervisor.

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# PARATRANSIT DEFINITIONS

- Shared Ride:** ParaTransit is public transportation mirroring the Bee-Line bus system within Westchester County only. We will make stops as necessary as this is a shared ride with several participants on the same vehicle.
- Curb to Curb Service:** Rider will be picked-up and dropped off at the curb side of your home and/or destination.
- Origin to Destination:** Upon request driver will assist rider from the outer most door of their home to the outer most door of their destination. Driver will not go into homes or buildings; will not assist wheelchair or scooters with stairs, inaccessible walkways, more than 100 feet from vehicle or lose sight of vehicle.
- Scheduled Pick-up Time:** Riders should be ready to travel 10 minutes prior to their scheduled pick up time. Please note that the Paratransit vehicle will wait only 5 minutes **after** your scheduled pick up time.
- Boarding and Exiting:** Riders must board and exit the Paratransit vehicle at the curbside. Riders using a wheelchair or scooter are recommended to board and exit the vehicle facing forwards on the lift.
- Driver Assistance:** Drivers must get out of vehicle when a rider boards or exits at all times. Drivers may assist with boarding and/or exiting the vehicle. Driver will assist on the vehicle only with fastening seat belts and/or securing wheelchairs or scooters.
- Safety While Riding:** Passengers must be seated at all time while the vehicle is in motion. If a Paratransit driver feels that the securement of a wheelchair or a scooter is unsafe, the driver may recommend the rider transfer into a vehicle seat. Passengers carrying oxygen tanks must secure them.
- Seat Belts:** Seat belts must be worn by all riders at all-times including wheelchairs and scooters, the driver will assist.
- Companions:** Riders may travel with a companion, guest or friend but they must include the additional riders on the reservation request. A companion, guest or friend must pay the full fare for traveling on Paratransit, unless the companion, guest or friend is under the age of five (5) years old. The companion, guest or friend must board and exit the vehicle at the same location as the rider.

# PARATRANSIT DEFINITIONS

(continued)

- Personal Care Attendants:** A personal care attendant (PCA) is a person whose assistance is essential to the rider. The personal care attendant must board and exit the vehicle at the same location as the rider. A personal care attendant traveling with a rider does not pay the fare. If an eligible Paratransit rider should find he or she needs a personal care attendant after approval of their original application, the rider must notify the Office for People with Disabilities in writing.
- Children:** It is recommended that children under the age of seven (7) traveling on Paratransit ride in a car or booster seat. Rider must provide their own car or booster seat and remove them upon exiting the vehicle.
- Inclement Weather:** In the event of inclement weather conditions we recommend tuning into your local radio station (WFAS) for announcements on delays or suspension of Bee-Line bus service. If the Department of Transportation Bee-Line buses are operating during periods of snow or other adverse conditions, Paratransit service will be provided. While Paratransit may continue to operate, local or neighborhood road conditions may prevent a Paratransit vehicle from reaching a particular destination. If Paratransit cannot provide safe transport, we will arrange to transport a passenger to the nearest police station. When service is suspended, all transportation stops until the Department of Transportation and the Office for People with Disabilities determine that road conditions are safe.
- Recertification:** Paratransit riders must fill out a recertification application every **three years**.
- Compliments:** Riders may contact Paratransit at (914) 995-7272 prompt 6 to register their compliments.
- Suggestions:** Riders may contact Paratransit at (914) 995-7272 prompt 6 to register their suggestions.
- Complaints:** Riders may contact Paratransit at (914) 995-7272 prompt 6 to register their complaints.