

ParaTransit Rider Information

Days and Hours of Service

CORE SERVICE HOURS

ParaTransit will provide **curb-to-curb** service to all eligible passengers within Westchester County during the following CORE hours:

Mondays through Fridays	6 a.m. to 7 p.m.
Saturdays	8 a.m. to 7 p.m.

ADDITIONAL SERVICE HOURS

ParaTransit riders whose trips begin and end in an area within 3/4 mile of a regular Bee-Line bus route have additional hours of service depending on the hours of the regular Bee-Line bus schedule in those areas. Generally, service will be provided during the following hours, though service may not be available in all areas at all times. The hours listed below are the additional service hours.

Mondays through Fridays	7 p.m. to 11 p.m.
Saturdays	6 a.m. to 8 a.m. 7 p.m. to 11 p.m.
Sundays	8 a.m. to 8 p.m.
After 11 p.m.:	Routes 1, 2, 4, 7, 14, 20, 25, 40, and 42.
Seasonal Routes include routes 75, 76, 90, 91 and 92.	

Call the Bee-Line Information Center at (914) 813-7777 for detailed route information.

HOLIDAY SERVICE

ParaTransit reservation lines are closed on all holidays.

ParaTransit service is not provided on Thanksgiving Day or Christmas Day.

Riders who wish to travel on the day after a holiday may call 995-7272 (press option #2) to reach our vendor who provides transportation for Para Transit. Sunday schedules will operate on the following major holidays for those ParaTransit riders whose trips begin and end in an area within 3/4 mile of a Bee-Line bus route where there is Sunday service:

New Year's Day	Memorial Day
Independence Day	Labor Day

Fares

Since ParaTransit is also public transit, you must pay a fare each time you ride. These fares are established by the Commissioner of Transportation after a public hearing.

PAYMENT OF FARES

ParaTransit is a public transit service. Fares are currently \$4.00 each way. The fare must be paid each time you ride and paid with exact change. Ten-ride ticket books may be purchased for \$40 a book in person at the Westchester County Center box office (cash only) or by mail from the Department of Transportation. If you wish to order ticket books, send a check or money order, indicate the number of books you are ordering and include a stamped, self-addressed envelope. No more than 4 books may be ordered at one time. Allow ten days for processing. Mail to:

Department of Transportation
100 E. 1st. Street
Mount Vernon, New York 10550
Attention: ParaTransit Ticket Books

TRANSFERS AND SURCHARGES

Americans with Disabilities Act regulations permit ParaTransit fares to be double the regular transit fares, including transfers and surcharges. It is also possible that on some trips you may be using ParaTransit for part of the trip and a regular Bee-Line bus for the remainder. For instance, if you take ParaTransit to a regular Bee-Line bus, you will pay full fare on ParaTransit (\$4.00) and will be given a dated special transfer which will be honored on the regular Bee-Line bus as payment of the fare. If you take a regular Bee-Line bus for the first part of the trip, you will pay half-fare on the regular Bee-Line bus (\$.85), as a person with a disability, and pay \$.10 for transfer for the ParaTransit bus. Then give the transfer to the ParaTransit driver as payment for the rest of the trip.

GUEST POLICY

Companions: You may reserve a space and bring a companion with you on ParaTransit. An additional \$4.00 fare will be charged for each companion on a space available basis.

Aides: If you indicated on your original ParaTransit application that you must have an aide or personal care attendant travel with you, then that person may ride free of charge as long as they board and exit the van with you.

Children: Children under age five who accompany a fare paying adult may also ride free. We must request that the children under 7 ride in a car seat provided by the passenger.

POLICIES & PROCEDURES

ParaTransit is a public transit service, riders are expected to act appropriately when using this service.

Suspension of Service To Riders

SUSPENSION POLICY

Riders who display any of the following actions will be suspended from the ParaTransit service. These actions are but not limited to acts of vandalism, physical or verbal abuse of a driver or another passenger, sexual behavior, refusal to wear a seatbelt, smoking and not being able to pay the fare may result in suspension of service.

A suspension may result if a rider violates any safety / policy or has a medical need that presents a clear and present danger to that individual, other passenger or ParaTransit employee. This may result in an immediate suspension. A rider who is subject to an immediate suspension will be notified by phone and U.S. mail and how to appeal the suspension.

Additional violations of ParaTransit policies occur when passengers fail to appear for their scheduled a trip is considered a **no-show**. Cancellation of trips must be made no later than 3 p.m. on the day prior to the scheduled trip. Failure to follow this policy will result in a **cancel at door** (CAD). If a rider has (3) three incidents within a 30-day period, the rider will be sent a letter indicating the date of the (3) three violations and the starting and ending date of the suspension. The rider will have (10) ten business days from the date of the letter to appeal the decision.

SUSPENSION TERMS

1st violation will result in a one week suspension from the service.

2nd violation will result in a two week suspension from the service.

3rd violation will result in a three week suspension from the service.

APPEALS OF SUSPENSIONS

Suspensions may be appealed in writing or in person by appointment only. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it causes a hardship for the passenger. All decisions will be made in writing and a copy placed in the passenger's file.

Making Trip Reservations

GENERAL INFORMATION ABOUT MAKING RESERVATIONS

The Trip Reservation number for ParaTransit is (914) 995-7272 (995-PARA).

The ParaTransit staff will try to schedule every part of a request for an advance reservation while you are on the telephone. **Due to a high call volume, passengers can only make 2 round trip reservations per call.** The agent taking your call will confirm the scheduled pick-up and drop-off times. If a trip reservation request cannot be accommodated at the exact time you wish to travel, you will be offered an alternative travel time. If the offered time is within one hour of the requested time, it is considered a match, within the regulations of the ADA.

If the reservationists are not able to schedule your trip at the time of the request, the passenger will be required to call 995-7272 and press (option 2) after 5 p.m. the day before their trip to confirm their reservation.

The Para Transit staff reserves the right to adjust your scheduled pick-up time to achieve the most efficient scheduling possible. Ride times can be adjusted up to 30 minutes on either side of the requested arrival time. When a pick-up time is adjusted more than 10 minutes, an effort is made to inform each person of the change on the day before. However, it may not be possible to reach the person if they don't have a telephone answering machine in the event no one is at home.

PLANNING TRIPS

When planning your trip, allow extra time for inclement weather, traffic and the picking up and dropping off of other passengers while you are on the ParaTransit vehicle.

You should be ready to travel at least fifteen minutes before the 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. Drivers will not come to the door, beep the horn, knock or ring a doorbell. When you schedule your appointments, please try to be as flexible as possible. The high demand periods are between 7 a.m. and 10 a.m. and 2 p.m. to 4:30 p.m. By avoiding these peak hours, you will be more likely to get your requested reservation time.

ADVANCE RESERVATION TRIPS

ParaTransit service is not an emergency service. Reservations can be made up to (7) seven days in advance. Requests for advance reservation trips are currently accepted between 9 a.m. and 5:00 p.m., Monday through Friday, except holidays. If the reservation is for the next day, the request must be made before 3:50 p.m. When making a reservation, you, or someone on your behalf, must be prepared to provide the following information:

- Your name and ParaTransit I.D. number.
- The date of the trip.
- The requested pick-up location.
- Your destination address and phone number.
- The time when you need to arrive at your destination.
- The time when you will be ready to return.
- Any special transportation needs (e.g., use of wheelchair, companion, aide, etc.)

SAME DAY TRIPS

Requests for same-day trips are accepted on a **space-available basis only** during service hours, and must be made by calling the main number at 995-7272 and press option # 2. It is recommended that you call at least two hours before the time you want to travel.

To make any changes on same-day trips, you must call 995-7272 (press option # 2). Trip changes cannot be made through requests to the driver.

STANDING ORDERS OR SUBSCRIPTION TRIPS

A standing order (or subscription trip) is when the rider(s) takes at the same trip at least twice a week for an ongoing period of time. Requests for standing order trips will be accepted on a space-available basis by calling the ParaTransit reservation line only during its regular business hours. **However, due to high demand, there is a waiting list so it may be several months before some requests are accommodated.** If a rider needs to begin making this trip in the meantime, advance reservation trips should be booked.

When standing order trips are requested or renewed, the necessary information you will need to provide are the days of the week you want the service, as well as all the information listed in "Advance Reservations." If you request a change in a Standing Order trip, whether in time, destination or additional trips, this will be treated as a new request and will be honored on a space-available basis in the order that the requests are received.

If you receive a standing order trip, you must renew the reservation on a quarterly basis. Renewals are done by you, or a designee, by calling the the ParaTransit line at (914) 995-7272 between the 1st and 15th day of the beginning month of each quarter (March, June, September, December).

Please note that any suspension of ParaTransit service will result in the loss of a **Standing Order**.

CANCELLATION PROCEDURES

All cancellations must be made by **3:00 p.m. on the day prior** to your scheduled trip by calling 995-7272 (press option #2).

Failure to cancel a scheduled pick-up will be considered a Cancelled at Door (CAD) unless the riders did not cause the Cancelled at Door. If a passenger can document a health-related issue which occurred at the last minute and prevented the cancellation of a trip by 3 p.m. on the day prior, it will not be considered a CAD.

ParaTransit Service and Safety Policies

CURB-TO-CURB SERVICE

ParaTransit is a curb-to-curb service. Because this is public transportation, drivers are not allowed to go to the door or assist the rider outside the van.

ARRIVAL TIME

Riders should be ready to travel 15 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 THE VAN

All **Riders** must enter or leave the van at the curbside. Riders who board on the wheelchair lift **MUST** back on to the lift to board and face forward when disembarking. Whenever you are on the lift, you should be facing **forward**.

DRIVER ASSISTANCE

ParaTransit drivers may only assist passengers at the curbside when they are boarding or exiting the van. On the vehicle they will assist only by fastening seat belts or wheelchair securement devices.

SAFETY WHILE RIDING

Riders using scooters will, if possible, transfer to a seat during the ride. Batteries on motorized wheelchairs must be safely secured and gel-type batteries are preferred. Passengers carrying oxygen containers **must secure them**. Passengers must be seated while the vehicle is in motion.

SEAT BELTS

Seat belts must be worn by all riders at all times, wheelchairs and scooters must be securely fastened with the tie-down devices. The driver will assist passengers with their seat belts and each wheelchair user who needs help with the securement devices.

EXACT CHANGE

ParaTransit riders must have the exact change (with no pennies accepted), when boarding the vehicle or they can purchase a ten-trip-ticket book for **\$40** by sending a check and a self-addressed, stamped envelope to the Department of Transportation (see, "Payment of Fares").

PACKAGES

Each rider(s) may carry on a maximum of **(2) two packages**. These packages must be of a size which can be securely stored under the seat or carried on the lap. The driver is not allowed to assist by carrying packages.

COMPANIONS, GUESTS AND FRIENDS

All riders may have one companion travel with them but they must include the companion on the reservation. Additional companions will be accommodated on a space-available basis. A companion must pay the full fare for traveling on ParaTransit, unless the companion is under five years of age. The companion must board and leave the vehicle at the same location as the rider.

AIDES OR PERSONAL CARE ATTENDANTS

An aide or personal care assistant is a person whose assistance is essential to the rider. The aide must board and leave the vehicle at the same location as the rider. An aide or personal care attendant traveling with a rider **does not pay a fare**. If an eligible ParaTransit rider should find he or she needs an aide after approval of the original application, the rider must notify the Office for the Disabled in writing. Unless the need for an aide is entered in the record, anyone accompanying the rider will be considered as a companion and will have to pay full fare.

CHILDREN

Children under age 7 traveling on ParaTransit must ride in a car seat. Riders must provide their own car seats and take them when leaving the vehicle.

INCLEMENT WEATHER

In the event of bad weather conditions we recommend tuning into your local radio station for announcements on delays or suspension of service.

If the Department of Transportation Bee-Line buses are operating during periods of snow and/or other adverse conditions, ParaTransit service will be provided. While ParaTransit may continue to operate, local or neighborhood road conditions may prevent a ParaTransit van from reaching a particular destination. If ParaTransit cannot provide safe transport, we will arrange to transport a passenger to some other safe destination to a police station. When service is suspended, all transportation stops until the Department of Transportation and the Office for the Disabled determine that road conditions are safe.

RECERTIFICATION

ParaTransit riders must fill out a recertification application every three years. These procedures are subject to change.

COMPLAINTS, COMPLIMENTS OR SUGGESTIONS

Customers should feel free to contact Para Transit (914) 995-7272 (press option # 6) to register their suggestions, complaints, compliments, service problems or other incidents which are related to ParaTransit service. For all calls after 5:00 p.m. and on weekends please press option 2 to a representative of ParaTransit.

IMPORTANT TELEPHONE NUMBERS

Office for the Disabled

(for applications, information, complaints)(914)995-2956

Bee-Line Hotline

(for Bee-Line bus information)(914)813-7777

Ticket Book Sales (914)813-7721

ParaTransit Main Number for Reservations(914)995-7272

(Press option #1)

To confirm, cancel or obtain information about same trips

(Press option # 2)

To confirm or cancel your advance reservation through our automated system (please enter your Para Transit ID and password, which is the year you were born)

(Press option #3)

For Para Transit applications, information or to schedule an interview for new ridership

(Press option #4)

For eligibility issues such as status of applications, conditions of eligibility and recertification's

(Press option #5)

To speak to a supervisor

(Press option #6)

For any additional questions, please call:

Office for the Disabled

148 Martine Avenue, White Plains, NY 10601

(914) 995-2956

(914) 995-5117