

## **Paratransit Rider Information**

### **Days & Hours of Service**

#### **Service Hours:**

Paratransit provides a shared ride, curb to curb/origin to destination service to eligible riders within Westchester County during the following hours:

Eligible riders are required to make an advance reservation at least one (1) to seven (7) days in advance.

Paratransit service hours are as follows:

- Core Service Hours:
  - Monday through Friday from 6 a.m to 7 p.m; and Saturday 8 a.m to 7 p.m.
- Extended Service Hours:
  - Monday through Friday from 7 p.m to 1:54 a.m and Saturday from 5:30 a.m to 8 a.m to 7 p.m. to 1:54 a.m. and Sundays from 5:30 a.m in certain areas of Westchester County.

Please call the Bee-Line system Hotline at 914-813-7777 for details regarding the fixed route during regular business hours, Monday through Friday 8:00 a.m to 8:00 p.m.

#### **Holiday Service:**

Service hours for major holidays will operate under Saturday and Sunday schedule. This service is available for the major holidays listed below:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Martin Luther King Jr. Day
- President's Day
- Thanksgiving
- Christmas



**Registered Rider:**

A registered rider must be a minimum of 12 years of age to use Paratransit.

**Children:**

We require any child under the age of eight (8) year old, be accompanied by an adult who must also provide the child with a car or booster seat.

Children under five (5) years old will travel for free but must be accompanied by a fare paying adult.

**Visitors:**

Under the Americans with Disabilities Act, Para Transit 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.

**Packages:**

ParaTransit passengers are limited to two carry-on packages, which must fit on their lap or under their seat. Please note that drivers cannot assist with carrying packages.

**Service Animals:**

Para Transit allows passengers to travel with a service animal per the American Disabilities Act Guidelines. If you have any questions concerning this policy, please contact the supervisor at **914-995-7272**.

**Suspension Policy:**

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

Riders that display but not limited to any of the following actions may be suspended from this service:

- Act 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 be Apply:**

- **No Show (NS):** 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 Para Transit 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", "Cancel at the Door", and/or "Cancel Late" 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 Para Transit 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, Cancel at the Door, and/or Cancel Late, 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 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 **2nd 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 7 days of the date of the suspension notification letter. Appeals may be sent to:

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

**General Information:**

To make reservations for ParaTransit please call 914-995-7272 (PARA) and press prompt 1, Monday- Friday, 9:00am - 5:00pm. To make reservations on the weekend or holidays where the County Reservations office is closed please call 914-995-7272 (PARA) and press prompt 2 and then prompt 1 for dispatch. The dispatcher will **only** make reservations for the next day.

The reservation agent will book your trip request and review all trip information provided. The rider will receive an automated reminder call the night before the day of travel. The confirmation call will confirm the trip address and the pickup windows. If needed you can cancel your trip at that time.

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 contact the vendor's dispatch office the morning of your scheduled trip to confirm all pickup window.

**Trip Planning:**

When planning your trip allow for extra travel time during inclement weather, traffic and picking up or dropping off riders. You may wait indoors or under shelter but you must be in a position to observe the arrival of the Para Transit vehicle.

- All drivers must get out of vehicle when a rider boards or exits at all times.
- Drivers **WILL NOT** knock on doors, ring doorbells or call a rider.
- Visual impairment rider(s) will be notified by driver up arrival. The driver will also announce ParaTransit to alert the rider.
- If further assistance is needed, per "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. to 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. When booking your reservation, you will be provided a 30-minute window as your pickup time range. You must be ready to travel within that window as the vehicle will arrive and wait only 5 minutes. If you have access to a cell phone, you will receive a text or phone call when the vehicle is approximately 10 minutes away.

Please be prepared to provide the following information when booking your reservation:

- Your ParaTransit ID number, 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, etc.).
- The number of persons traveling with you.

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

**Online reservations:** Mobile app or Online Self Service Portal

To make reservations using the **Mobile App** or the **On Line Self Service Portal**, you must register by calling 914-995-7272 ext. 6. Once you have registered & downloaded the Mobile App from either the Google Play or Apple Store you will have access to your account. Your login will be your unique "Client ID" number and the password you created. You can access your account by logging into the link below for the On Line Self Service Portal:

<https://wcparatransit.ecolane.com/selfservice/login>

Please follow the directions as stated. If you have a questions or problems contact the supervisor at (914) 995-7272 ext. 6 during the hours of 9:00 a.m. to 5:00 p.m.

Please note, reservations can be made using the On Line Self Service Portal or Mobile App 24 hours a day, 7 days a week. All trips must be booked by 5:00pm the day before you wish to travel.

**Making Reservations on Holidays:**

Reservations on all holidays can be made by calling (914) 995-7272 and pressing prompt **two (2)** then prompt one **(1)** to reach the dispatch office during the hours of 9 a.m. to 5 p.m or by using the Self Service Portal or Mobile App.

**Paratransit Car Service Program:**

ParaTransit also provides car service in designated areas of Westchester County. The car service program is part of the traditional service and ParaTransit does not guarantee that a rider will be provided with the car service for any trip. ParaTransit guarantees that a rider will be provided with a trip for the date and time requested under the general policies of Para Transit.

**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. Please note that a rider must have 90 days of traveling history to the same address with the same travel times with No Shows (NS) or Cancel at the Door (CAD) to be considered for a standing order/subscription trip. 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.

Standing Orders must be renewed quarterly. The rider, or someone authorized on their behalf, must call the Paratransit line at (914) 995-7272 between the 1st and 15th of the first month of each quarter (March, June, September, and December) to renew the reservation.

Please note that if a rider has a standing order and receives a **2<sup>nd</sup> 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. Cancellations may also be made using the Mobile App.

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 Number**

Office for People with Disabilities	Phone	914-995-2957
	Fax	914-995-2799
	TTY	914-959-7397

ParaTransit Main Number for Reservations (914) 995-7272

Paratransit Phone Prompts

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.

914-995-7272

**Press prompt 1**

To book an advanced reservation or to renew standing orders

**Press prompt 2** and follow the additional prompts.

To confirm, cancel or obtain information about same day trips or **ask where my vehicle is:**

- Press 1 to be directed to Suburban Paratransit
- Press 2 to be directed to Mid/Southern County Car Service
- Press 3 to be directed to Peekskill Car Service

**Press prompt 3**

Request a new application or questions regarding how to apply.

**Press prompt 4**

For questions regarding your submitted application or eligibility status.

**Press prompt 5**

For questions regarding your recertification applications.

**Press prompt 6**

To speak to a supervisor.

### Paratransit Definitions

<b>Shared Ride:</b>	ParaTransit is public transportation mirroring the Bee-line regular fixed 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.
<b>Curb to Curb Service</b>	Rider will be picked-up and dropped off at the curbside of your home and/or destination.
<b>Origin to Destination</b>	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.
<b>Scheduled Pick-up or drop off window</b>	Rider's pickup or drop off window will be 0 - 30 minutes. LE. if you requested to be at a destination by a certain time, you may arrive between 0- 30 before the requested time. If you request to be picked up at a certain time, the vehicle may arrive between 0 - 30 minutes after the requested pickup time. Please note that the Paratransit vehicle will wait only 5 minutes.
<b>Boarding and Exiting</b>	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.
<b>Driver Assistance</b>	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.
<b>Safety While Riding</b>	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.
<b>Seat Belts</b>	Seat belts must be worn by all riders at all-times including wheelchairs and scooters, the driver will assist.
<b>Companions</b>	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.

**Personal Care Attendants**

AIDE/attendant 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 contact ParaTransit eligibility at 914-995-2960.

**Children**

We **require** any child under the age of eight (**8**) years old, be accompanied by an adult who should also provide the child with a car or booster seat.

**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.