



Rockland County Department of Public Transportation

MEET OUR DRIVERS

Franckel Joseph



Franckel has been driving for TRIPS for almost 22 years. We know he enjoys helping our riders, because they tell us! We asked him a few questions before his shift earlier this month.

What is your favorite part of your job?

"I get to see that my riders really appreciate our service."

What is the most rewarding part of your job?

"I would have to say that helping people is number one on my list."

Franckel lives in Clarkstown, is married and has 2 sons. Thank you, Franckel.

Reminders for Riders

Remember these key points when using TRIPS:

- Once you've been given your pick-up and return time ranges, those times are **CONFIRMED** unless you hear from us. Please be sure to write down your time ranges right away on your TRIPS Ride Pad or TRIPS Calendar. To request your Calendar or Ride Pad, call TRIPS at 364-8747. **Please don't call us back to be reminded of your travel times.**
- "No-shows" and late cancellations cause several problems for TRIPS. The greatest impact is TRIPS would have been able to accommodate other riders if we had known you did not intend to use your ride. It is your responsibility if you no longer need your rides to call and cancel as soon as possible. Not doing so is discourteous and unfair to both TRIPS staff and other TRIPS riders and wastes valuable time and fuel. Please be aware that three "no-shows" in a 30-day period could result in a temporary suspension of TRIPS riding privileges.
- Your pick-up and return times are within 20-minute time ranges. An 11:15 to 11:35 a.m. time range means the bus may arrive between 11:15 and 11:35 a.m. Please be outside waiting for the bus five minutes before your time range begins. Please don't call TRIPS to check on your bus unless it is 15 minutes past the **END** of your time range.

COUNTY OF ROCKLAND

TRIPS

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PREPAID ONE-WAY RIDE

We encourage our riders to buy
TRIPS Volume-Discounted Ticket Books.

10 Trips cost just \$9.00 and tickets have no expiration date.
Purchase from your driver or call the TRIPS office.

TRIPS Hints

CALL AHEAD You can call to request a TRIPS ride up to 2 weeks (14 days) in advance. Remember – the earlier you call, the more likely that we will be able to fit you into the schedule. Though you can make ride requests up to the day you need to ride, your chances of being accommodated are better if you plan ahead.

STAY FLEXIBLE The more flexible you are the better your chances of being able to get a ride. For example, if you want to go shopping on a certain day but are flexible on what times you are able to travel, let the call taker know when making your request.

Why Not Try TOR?

TRIPS is providing more rides than ever before in our history, with ridership in 2008 reaching almost 82,200. As a result, we want to make sure you are aware of the Transport of Rockland (TOR) fixed-route bus service, which is 100% accessible and offers a 40-cent fare for seniors and people with disabilities. TOR offers 11 different routes, which operate throughout the County. We encourage you to try TOR, and use TRIPS for those rides that you cannot make using the regular bus service.



To learn how to use TOR or to obtain bus schedules, call the Rockland Transit Information Center at **364-3333**, or log onto the Internet at **www.rocklandgov.com** and click on the bus.



County of Rockland
Department of Public Transportation
C. Scott Vanderhoef, County Executive