



WHAT IS ADA PARATRANSIT SERVICE?

ADA Paratransit Service is a curbside-to-curbside^{*}, shared-ride bus service for Rockland County residents who, because of a disability, are prevented from using standard bus service -- Transport of Rockland (TOR), Clarkstown Mini-Trans (CMT) or Spring Valley Jitney (SVJ). ADA Paratransit Service is operated by the Department of Public Transportation, through its T.R.I.P.S. service. It is a shared-ride transportation system. Passengers may or may not go directly to their destination and there can be several pick-ups and drop-offs along the way. This service operates only in Rockland County.

- ADA Paratransit Service is currently provided throughout Rockland County six days a week, Monday through Saturday, and on selected holidays. Hours of operation are from 7:00 a.m. to 7:00 p.m., Monday through Friday, and limited service on Saturdays from 8:00 a.m. to 5:00 p.m. For holiday hours, please call (845) 364-8747, OR 364-TRIP. Ride requests may be made Monday through Friday between 7:30 am and 5 pm by speaking with a member of the T.R.I.P.S. staff. Outside of these hours, ADA-certified riders may leave specific ride requests, including date, request times, origin and destination, complete name and telephone number, on the T.R.I.P.S. voicemail system.

^{*} If the nature of your disability or other circumstance prevents you from being able to negotiate the distance from the door to the curb outside of your home or from the curb to the door of your destination without assistance, you may request origin to destination (door to door) assistance when requesting your ride with T.R.I.P.S. It is necessary to provide advance notice when requesting origin to destination assistance so that T.R.I.P.S. is able to prepare for the additional time that may be required to provide this assistance. Please note that origin to destination assistance does not allow drivers to provide assistance beyond the door of an origin or destination. If you require assistance beyond the door, please be sure to travel with a personal care attendant or other individual who can provide assistance to you.

HOW MUCH DOES IT COST?

The ADA fare is \$3.00 each way. You have the right to have one aide travel with you, and may have one additional guest if there is space available; however, guests pay a fare of \$3.00 each way. If you need an aide or personal care attendant, they are not required to pay a fare.

HOW DO I REQUEST A RIDE WITH THE ADA PARATRANSIT SERVICE?

Call the Department of Public Transportation's T.R.I.P.S. service up to two weeks in advance to request a ride. When you call (845) 364-8747 to request transportation, please specify that you are requesting ADA Paratransit Service and have the following information ready:

- 1) Your full name
- 2) Date of trip
- 3) The time you need to arrive at your destination and approximately how long you will be there
- 4) The complete address of your destination, and doctor's name and phone number, if applicable
- 5) If you need assistance boarding or if you use a wheelchair or other mobility device
- 6) If the nature of your disability or a certain circumstance makes it necessary for you to request origin to destination assistance (door to door).
- 7) If an aide, personal care attendant or service animal will ride with you

IMPORTANT!

- If you use a mobility device, please be sure to specify the type (manual wheelchair, motorized wheelchair, scooter, walker, etc...) and any special needs you may have.
- T.R.I.P.S. ADA Paratransit Service does not provide emergency service.
- Same day rides can sometimes be arranged by calling the T.R.I.P.S. office. If there is space and time available, your request will be fulfilled.
- During inclement weather, many doctor's offices, schools and places of business cancel appointments or close. It is important during these times to confirm that the appointment at your destination is still scheduled. During bad weather, call your destination location to confirm and let us know right away if you need to cancel your ride. Delays and cancellations are also often announced on WRRCR 1300 AM or WHUD 100.7 FM.

WHAT ARE MY RESPONSIBILITIES AS A RIDER?

- **YOU MUST be outside at least five minutes before your estimated pick-up time range begins.**
- Please do not call the T.R.I.P.S. office to check on your bus unless the bus does not arrive within 15 minutes of the end of your estimated pick-up time range. On **Saturdays**, please call cell phone #1(406-1016) or #2(406-1017).
- It is strongly recommended that passengers wear seatbelts at all times.

- There is **NO SMOKING, eating or drinking** aboard T.R.I.P.S. buses.
- Please have your ID card available when boarding.
- No pets are allowed, except service animals (i.e. guide dogs).
- Packages are permitted, but only what you can carry. Drivers are not allowed to assist with packages.

WHAT DO I DO IF I NEED TO CANCEL MY RIDE?

Please call as soon as possible if you must cancel your ride so that we may accommodate other riders. If you do not call to cancel and miss your ride, it will be considered a **“no show”**. Three **“no shows”** within a 30-day period may lead to a temporary suspension of your riding privileges.

WHAT ELSE DO I NEED TO KNOW?

CONDUCT

T.R.I.P.S. ADA Paratransit Service is a public transit service. Passengers are expected to act appropriately when using the service. Individuals who engage in or threaten to engage in violent, seriously disruptive, illegal, unsafe or seriously inappropriate conduct will be suspended from the service. Seriously inappropriate behavior includes but is not limited to: acts of vandalism; physical assault of a driver or other passenger; verbal assault of a driver or passenger; inappropriate sexual behavior; or eating, drinking, or smoking in the vehicle.

DRIVER ASSISTANCE

In general, drivers may provide assistance to passengers only when boarding or leaving the vehicle and by fastening seatbelts and other securement devices. If a passenger finds it difficult to get on or off the bus, just tell the driver that you need to use the lift. Drivers are not allowed to assist a passenger in traveling between the curb and their home or destination unless the passenger has specifically requested and is eligible for origin to destination (door to door) assistance. Origin to destination assistance must be requested when scheduling your ride with T.R.I.P.S.

SUSPENSION POLICY

If a passenger violates any safety or conduct policy, has a medical problem affecting safety, or cancels more than six (6) scheduled rides in a 30-day period, the Department of Public Transportation may suspend the passenger if it deems it necessary. The Department will notify the passenger with the reasons for the suspension and the length of the suspension. T.R.I.P.S. Paratransit Service suspension and grievance policies are available upon request.

FREQUENTLY ASKED QUESTIONS ABOUT T.R.I.P.S.

Q: WHY ARE SOME RIDES ACCOMMODATED AND OTHERS NOT?

A: It can sometimes be difficult to understand why some days T.R.I.P.S. is able to accommodate requests and other days we cannot. There are many determining factors for this. For example, the number of requests for transportation varies from day to day. Other determining factors include how many drivers and buses are available for that operating day. Buses may be unavailable because they are being repaired or scheduled for preventive maintenance, operators could be attending mandatory driver education training, or could be sick or on vacation.

Q: WHY ARE THE BUSES SOMETIMES NOT CROWDED?

A: We route our buses for maximum efficiency. This means we are constantly picking up and dropping off passengers, and we are not picking up groups of people along a specific route or at a specific time. Each request is combined with other requests to establish different routes for each bus every day.

Q: WHY DO THE BUSES SOMETIMES RUN BEHIND SCHEDULE?

A: T.R.I.P.S. does run late at times due to reasons such as traffic, detours, accidents, breakdowns, weather and road conditions.

It is important for you to be on time for your ride because if we had to wait for each rider who is running 5 to 10 minutes late, the bus would fall severely behind schedule. This would be unfair to you and to other riders who are waiting for the bus at their pre-arranged times.

OTHER CONSIDERATIONS

We know that there are times when riders must cancel a trip due to sickness or a change of plans. However, it is extremely important that you call us as soon as possible to let us know if you do not need to be picked up. By calling right away, we may be able to transport someone else whose request could not otherwise be accommodated.

The most serious problem T.R.I.P.S. encounters is when a ride is scheduled and the rider is not there when the bus comes for them. This not only inconveniences

drivers and other T.R.I.P.S. staff, but also adversely affects fellow riders. This is a trip that someone else (maybe even you) could have used. T.R.I.P.S. strives to use valuable driving time and available seating capacity as effectively as possible. We waste both when we go to a requested location only to find no customer there.

We ask riders to please be considerate and remember to call us at 364-TRIP (8747) when you need to cancel a ride.

This information has addressed the most commonly asked questions about T.R.I.P.S. Paratransit Service. We hope that this has helped you understand how we operate.



Mission Statement: To provide safe, courteous, efficient public paratransit services to meet the needs of the people of Rockland County.

Rockland County Department of Public Transportation
50 Sanatorium Road, Building T
Pomona, NY 10970
To reach T.R.I.P.S., call 845-364-8747

C. Scott Vanderhoef
County Executive

Salvatore Corallo
Commissioner

Michael J. Gurski
Transit Administrator

Anthony D'Antoni
Coordinator, TRIPS Operations

Vincent Marzella, Sr.
Asst. Supervisor, TRIPS Ops.