



Robert P. Astorino
County Executive

Office for the Disabled

Evan Latainer
Director

February 2, 2015

Dear ParaTransit Riders;

Westchester County ParaTransit would like to announce our new Online Reservation system effective Monday **February 9, 2015** to enhance the current phone system. The new Online Reservation system will allow riders of ParaTransit to have the option to make their reservations online as well as by phone.

To access our new On Line Reservation system:

- Please go to **wcparareserve.westchestergov.com**
- Your login is your Client ID#
- Your Password is the 4 digit year you were born (ex. 1969)
- Next day reservations either by phone or online **must** be made before 5:00pm.

If you have any questions on utilizing the online reservation system please contact Tim Fields at (914) 995-2874 or email him at tmf2@westchestergov.com

Please note that next day Taxi service cannot be booked online.

When utilizing the online reservation system, your request for a trip will be booked but it will not be scheduled until the day before the requested trip. Please note that your trip will be scheduled just as when making a trip through the current phone system. To confirm or receive your pickup time call (914) 995-7272 press option #2 to speak with a Suburban dispatcher or log onto the online reservation webpage after **7:30pm** the **day before the scheduled trip.**

Westchester County's ParaTransit new online reservation system is offered to our ridership as a way of reducing the amount of time it takes to make a reservation. If you are able to go online we recommend that you use the online reservation system.

As of **February 9, 2015**, in an effort to reduce our call times, when calling to make a reservation our reservationists will **only book** your requested trip. All trip requests will go into unscheduled trips and Suburban will then schedule the pickup times. The night before your scheduled trip our automated phone system will call each rider with your pick up times for the next day trip(s) between the hours of 6:30 p.m. and 9:30 p.m. Riders can also call Suburban the night before to confirm your pick up times. Please call **995-7272** and press **prompt # 2** to speak with dispatch. Again this process is designed to shorten the time each caller is on the phone in making a reservation.

Included in this literature is list of ParaTransit Terms and Definitions to assist our riders, families and guardians of key terminology and expectations of all persons associated with the ParaTransit service.

Thank you in advance for your cooperation and feedback over the years concerning the overall service as it is the goal of Westchester County ParaTranist to improve and provide our riders with the best possible service.

If you have any questions concerning the online reservation system please contact me at (914) 995-2958 or email at ehl2@westchestergov.com or Tim Fields at (914) 995-2874 or email at tmf2@westchestergov.com

Sincerely,

Evan Latainer
Director

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PARATRANSIT DEFINITIONS

Shared Ride:

Public transportation mirroring the Bee-Line bus system within the county lines of Westchester County. 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 & 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, Guests & Friends:

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:

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 the Disabled 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 the Disabled determine that road conditions are safe.

Recertification:

Paratransit riders must fill out a recertification application every 3 years.

Compliments, Suggestions or Complaints:

Riders may contact Paratransit at (914) 995-7272 prompt 6 to register their Compliments, Suggestions, Complaints or other incidents which are related to the Paratransit service. Calls after 5 p.m. and or on weekends please press prompt 2 for dispatch.