



## **PART PARATRANSIT INFORMATION**

*Please Keep this Brochure for Future Reference*

### **WHAT IS PARATRANSIT?**

PART Paratransit is an origin-to-destination transportation system for those Putnam residents who are unable to use the PART public transportation due to a physical, mental, or visual disability. PART Paratransit operates specially modified vans to transport riders with a range of disabilities, including those who use wheelchairs.

### **WHO IS ELIGIBLE TO USE PARATRANSIT?**

A person may be eligible to use PART Paratransit under the following guidelines:

- Service shall be provided to those persons within 3/4-mile of a PART fixed-route and have a destination that is within 3/4-mile of a PART fixed-route. **THIS IS NOT A COUNTYWIDE SERVICE.**
- Service is complementary to the PART fixed-route. It is for persons with physical, mental, or visual disabilities who are unable to use accessible fixed-route transit service.
- Service is provided only after a certification process, which includes certification by a medical doctor, psychiatrist, ophthalmologist or optometrist affirming that an individual is unable to ride on public transportation due to a disability.
- Age by itself does not entitle a person to use Paratransit.
- Disabled visitors who reside in a location outside of Putnam County and have been ADA Certified by the jurisdiction in which they reside are eligible for 21 days of service over a one-year period beginning on the day service was first rendered. After this time, they must be certified by Putnam County.
- Disabled visitors who have no documentation and reside in a location outside of Putnam County are presumed eligible for paratransit service for 21 days over a one-year period beginning on the day service was first rendered. After this time, they must be certified by Putnam County.

### **WHEN DOES PARATRANSIT OPERATE?**

Paratransit operates at the same time and the same days as the PART fixed-route transit service. If the PART fixed-route service is operating on snow routes, then Paratransit service will be comparable to the snow route.

### **HOW MUCH DOES IT COST TO RIDE ON PARATRANSIT?**

A Paratransit one-way trip currently costs **\$3.25**. A trip begins when a person gets on the bus and ends when a person gets off the bus.

### **MAY A RIDER TAKE A COMPANION ON PARATRANSIT?**

A Paratransit rider may be accompanied by one personal care attendant and/or one personal companion. A personal care attendant is considered a person traveling as an aide to facilitate the travel of a person with a disability. A personal care attendant will not be charged a fare. A companion means a person other than an attendant who may be traveling with a disabled person. A companion will pay the same fare as the person with the disability. Additional companions may be allowed if space is available. All personal companions and attendants must have the same origin and destination points. Service animals are also allowed at no charge.

## **HOW MUCH ASSISTANCE CAN THE DRIVERS OFFER RIDERS?**

Because Paratransit is an origin-to-destination service, riders must be able to meet the van outside their homes. Drivers cannot go into riders' homes or carry riders or wheelchairs up or down stairs. Paratransit drivers will provide assistance between the vehicle and the first doorway for riders who need additional assistance to complete the trip. Paratransit drivers do help riders board the van; they lock down wheelchairs and secure all seat belts.

## **ARE THERE ANY OTHER RESTRICTIONS?**

All passengers in wheelchairs that are transported on a Paratransit vehicle must have the wheelchair secured in the provided securement devices in the designated locations on the vehicle. In no case will a wheelchair passenger be allowed to ride in the aisle.

The operator reserves the right to negotiate trip scheduling within one hour of the requested time. Paratransit is not a taxi or limousine service, your trip may be combined with one or more other trip requests.

A maximum of 50% of the system capacity can be dedicated any time of the day to subscription service.

Paratransit may be used as a feeder bus to the regular fixed-route bus.

If a rider has three or more missed trips (no-shows and/or late cancellations) within a 30-day period, this will enact a review of their trips to determine the existence of a pattern or practice of missed trips.

A person, whose behavior threatens or has threatened the safety of Paratransit personnel or other passengers, may be denied service or have service suspended.

## **HOW DOES ONE APPLY TO USE PARATRANSIT?**

Call any one of the following numbers and ask for an application: (845) 878-3480; (845) 878-7433 (Translation services are available upon request); Hearing Impaired 711 Relay.

Website: [www.putnamcountyny.com/transportation/](http://www.putnamcountyny.com/transportation/)

Or, Write to: Putnam County Department of Planning,  
Development & Public Transportation  
841 Fair Street  
Carmel, NY 10512

A completed application will take no longer than 21 days to process from the date it is received by the Putnam County Planning Department.

## **HOW DO YOU ARRANGE FOR A PARATRANSIT TRIP?**

Once you are certified and receive your ID card, you simply call (845) 878-7433; for the Hearing Impaired 711 Relay during the hours of 9 a.m. to 5 p.m. on the day preceding desired service. Translation services are available upon request.

When you make the call, simply say you are calling to schedule a Paratransit trip. You will be asked your name; address; card ID number; when you want to leave and return; your destination; if you have special needs; and a phone number where you can be reached. If you find it necessary to cancel your trip, please call with the cancellation.