



Rockland County Department of Public Transportation

“TIPS” for ADA TRIPS Service

WHAT IS ADA TRIPS SERVICE?

ADA TRIPS Service is the complementary curb-to-curb/origin-to-destination shared-ride paratransit bus service for County residents who, because of a disability, are prevented from using the municipal, fixed-route bus services: Transport of Rockland (TOR), Hudson Link and Clarkstown Mini-Trans (CMT). TRIPS stands for **T**ransportation **R**esources, **I**ntra-county, for **P**hysically disabled and **S**enior citizens.

ADA TRIPS Service is designed to meet the Americans with Disabilities Act (ADA) service guidelines established by the Federal government. To be eligible for ADA TRIPS service a rider must, because of a disability, be prevented from using the municipal, fixed-route bus service, and must be certified by TRIPS or an approved Certifying Agency as an ADA paratransit customer.

ADA TRIPS service only operates within Rockland County and both the origin and destination of a requested ride must be located within ¾ mile on either side of a municipal, fixed-route bus route, and must occur during the operating hours of the fixed-route operation. Operating hours of the County’s fixed-route bus systems vary. Therefore, when making your ADA request, check with us to see if your ride request meets these criteria. You may also view schedules for the municipal, fixed-route bus services at www.rocklandbus.com.

To be eligible for ADA TRIPS service a rider must, because of a disability, be prevented from using the fixed-route bus service, and must be certified by TRIPS as an ADA paratransit customer.

ADA TRIPS is a shared-ride public transportation system. Passengers may or may not go directly to their destination and there may be several pick-ups and drop-offs along the way.

ADA TRIPS ride requests may be made Monday through Friday during normal business hours (between 7:30 am and 5:00 pm) by calling (845) 364-8747 and speaking with a member of the TRIPS staff, or by leaving an ADA ride request on the TRIPS voicemail system outside of normal business hours. **PLEASE NOTE – LEAVING AN ADA RIDE REQUEST ON THE TRIPS VOICEMAIL SYSTEM DOES NOT CONFIRM OR GUARANTEE YOUR TRIP REQUEST.** TRIPS staff will call you to verify the receipt of an ADA ride request, inform you of ride availability, and confirm the date and time of your reservation.

ORIGIN-TO-DESTINATION

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 ADA ride with TRIPS. It is necessary to provide advance notice when requesting origin to destination assistance so that TRIPS 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. Please be sure to travel with a personal care attendant or other individual who can provide assistance to you.

HOW CAN I OBTAIN AN ADA TRIPS CARD?

You can print out an ADA TRIPS Paratransit Bus Service application online at www.rocklandbus.com (go to TRIPS and click on ADA TRIPS Application). You can also call Senior Transportation Assistant Yahaira Roman at (845) 364-2065 to request an application by mail.

A medical, certified or licensed appropriate professional must complete and sign the **MEDICAL VERIFICATION SECTION** of the application. The following professionals may complete the Professional Verification section of the ADA TRIPS Paratransit Bus Service application, provided that their qualifications are relevant to the applicant's disability. (Physician, Psychologist, Psychiatrist, Registered Nurse, Nurse Practitioner, Physical Therapist, Occupational Therapist, Chiropractor, Vocational Rehabilitation Counselor, Mental Health Counselor, Respiratory Therapist, Social Worker, Mental Health Worker, Orientation and Mobility Instructor).

Please remember to include a full-face, (1" by 1.5") recent headshot photograph with your application so that an ADA TRIPS photo ID card can be made and issued. Digital photographs are preferred and may be emailed to Romany@co.rockland.ny.us.

HOW MUCH DOES IT COST TO RIDE?

The cash fare is \$3.00 for each one-way trip; please have the exact fare with you. A book of 10 volume-discounted TRIPS Tickets may be purchased for \$25 onboard the TRIPS bus or through the TRIPS office.

An aide or a personal care attendant may accompany a rider at no additional charge, as long as the passengers ADA certification provides for a personal care attendant.

If you would like to ride with a companion and there is available space on the bus an additional fare of \$3.00 for each one-way trip is required.

HOW DO I REQUEST AN ADA RIDE WITH TRIPS?

ADA ride requests may be made up to two weeks (14 days) in advance. We recommend that you call TRIPS at least two business days (48 hours) in advance of when you need to travel. However, a next day ADA ride can be made if the rider calls the day before during normal business hours (7:30 AM-5:00 PM). If the ride request is on a Monday or the day after a Holiday you can leave your ride request on our voicemail system and a staff member will get back to you. When you call 364-8747 to request a ride, please have the following information ready:

1. Your full name
2. Complete address and name of your destination, doctor's name and phone number (if applicable)
3. Date of trip
4. Time you need to arrive at your destination and approximately how long you will be there
5. If you need assistance boarding or if you use a wheelchair or other mobility device
6. If an aide, personal care attendant or service animal will ride with you

Have paper and a pen or pencil ready!!!

TRIPS will make every effort to accommodate your request, and will try to schedule your ADA TRIPS ride at your requested pickup or drop-off time. If your requested trip cannot be accommodated, TRIPS staff will offer alternative times as close to

your request as possible. As per Federal guidelines, transit providers and ADA riders are allowed to negotiate pick-up times under the rules, although they cannot vary more than one hour plus or minus from the user's desired travel time.

Once an agreed upon time is established, you will be given an estimated pick-up time and return time while you are still on the phone. **Please be sure to write down your estimated pick-up and return time and/or put them on your calendar.**

IMPORTANT!!!

- Please be sure to specify if you use a wheelchair, scooter, etc., if you will be riding with an aide or if you need any special assistance.
- ADA TRIPS Service does not provide emergency service.
- Same day rides can sometimes be arranged if there is space and time available.
- During inclement weather, many doctor's offices, schools and businesses cancel appointments or close. It is important during these times to confirm that the appointment at your destination is still scheduled. 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 WRCR 1300 AM or WHUD 100.7 FM.

WHAT ARE MY RESPONSIBILITIES AS A RIDER?

- **YOU MUST be outside and ready at least 5 minutes before your estimated pick-up time range begins.**
- Please do not call the TRIPS office to check on your bus **unless the bus does not arrive within 15 minutes of the END of your estimated time range.**
- For your safety as well as others, TRIPS strongly recommends that passengers wear seatbelts or shoulder harnesses provided onboard or mobility device lap belt while riding on TRIPS vehicles.
- There is NO SMOKING, eating or drinking aboard TRIPS vehicles!
- No pets are permitted, except service animals (i.e. guide dogs).
- Passengers may not play an audio device unless using a headset and must keep the volume low so that others are not disturbed.
- Packages are allowed, 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 rolling period may lead to a temporary suspension of your riding privileges.

- Cancellations - is when a rider calls the office more than one hour before their window start time to cancel their ride.
- Late Cancellations - is when a rider calls to cancel their ride less than one hour before their scheduled window start time.
- No Show - is when a bus arrives at a destination for a pick-up within the designated pick-up window and the passenger is not there. TRIPS will wait for a passenger for two minutes before departing and marking the passenger as a No Show.

WHAT ELSE DO I NEED TO KNOW?

CONDUCT

TRIPS is a shared ride public transit service. Passengers are expected to act appropriately when using the service, and wear proper attire and please be hygiene sensitive.

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.

Additionally, you may be riding with other passengers who may or may not want to have a conversation with another rider. Please respect people’s wishes.

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 rolling period, the Department of Public Transportation may suspend the passenger if it deems necessary. No shows also are subject to suspension following a review. The Department will notify the passenger with the reasons for the suspension and

the length of the suspension. TRIPS suspension and grievance policies are available upon request.

IMMEDIATE SUSPENSION

If a passenger violates any safety or conduct policy, or has a medical problem affecting safety and the Department of Public Transportation deems, at its sole discretion, that the passenger's conduct (or his/her medical problem) presents a danger to him/herself or other passengers or county employees, it will result in an immediate suspension.

DRIVER ASSISTANCE

Drivers may only provide assistance to passengers when boarding or leaving the vehicle, unless you requested an origin-to-destination accommodation. Prior arrangements must be made when you request an origin-to-destination ride. It must be approved by TRIPS; this will be done on a case-by-case basis. If requested, Drivers will assist by fastening seatbelts, shoulder harnesses, and other securement devices. If a passenger finds it difficult to get on or off the bus, just tell the driver that you would like to use the vehicles lift.

WHY ARE THE BUSES SOMETIMES NOT CROWDED?

We route our buses for maximum efficiency. This means we are constantly picking up and dropping off passengers. Remember - we are a curb-to-curb service. This means that 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.

I KNOW YOU ARE PICKING UP OTHER PEOPLE IN MY BUILDING, SO WHY CAN'T YOU TAKE ME?

The bus may already be full, or your destination may be in the opposite direction of where other riders in your building need to go. If they have been scheduled to ride they expect to be at their destination within a certain timeframe, and driving you in the opposite direction would delay riders on that route. Once we drop off a rider, we continue with the route to the next pick-up, which is usually located near the previous drop-off point.

WHY DO THE BUSES SOMETIMES RUN BEHIND SCHEDULE?

ADA TRIPS 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.

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 on the stand-by list whose request could not otherwise be accommodated.

The most serious problem ADA TRIPS service 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 TRIPS staff, but also adversely affects fellow riders. This is a trip that someone else (maybe even you) could have used. ADA TRIPS 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.
Call us at 364-TRIP (8747) when you need to cancel a ride.**

**This information addresses most common questions about TRIPS.
We hope that this has helped you understand how we operate.**

**Rockland County Department of Public Transportation
50 Sanatorium Road, Building T
Pomona, NY 10970
To reach TRIPS, call 845-364-8747**

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