



## **Town of Newburgh Recreation Department**

311 Route 32 Newburgh NY 12550

Dial-a-bus (845)564-6084

Recreation (845)564-7815

Fax: (845)564-7827

Email: [commissioner@townofnewburgh.org](mailto:commissioner@townofnewburgh.org)

### **Town of Newburgh Dial-a-bus Complementary Rider Guide**

#### **Welcome**

Dial-A-Bus is a service that is open-to-the-public where you are required to call ahead of time to reserve a ride on the bus. You must call at least 24 hours in advance but typically you need to call further ahead because the service is on a first-come, first-served basis and the schedule can fill up quickly. This is not a taxi service where you are picked up at your door at whatever time you arrange as with a cab company. With Dial-A-Bus, the many requests for rides are accommodated as best as possible and riders are picked up and dropped off at the curb (curb-to-curb service). The schedule changes daily and specific pick up and drop off times cannot be guaranteed. You should allow extra travel time since other passengers will likely be picked up or dropped off during your trip.

This service is open-to-the-public and is curb-to-curb, meaning that passengers are picked up and dropped off at the curb (not taken door-to-door). Reservations are required at least 24 hours in advance. When you make your reservation, specify picked-up address, your exact destination, and what time you would like to make the trip. The operator will accommodate you the best that they can. Buses have video surveillance and are wheelchair lift-equipped.

#### **Planning Your Ride & Hours of Service**

The Town of Newburgh Dial-a-bus is available during the following hours.

Hours: Monday - Friday, 8:30am to 3:00pm

No Bus Service: Saturday and Sunday

Scheduler: Monday – Friday, 8:00am – 12:00pm

Scheduling Rides call (845)564-6084

**Reservations** must be made **at least twenty-four (24) hours** prior to the desired trip and may be scheduled a maximum of fourteen (14) days prior to the desired trip.

**Please note** that same day reservations will not be accepted.

Reservation requests may be left on voicemail when the office is closed, however, they obviously cannot be confirmed until the office reopens. If service is requested via voicemail, the dispatcher will call back when the office opens again to confirm that the reservation has been made.

**Please note** that a ride request left on voicemail after the close of office for a trip the following day cannot be accommodated.

When calling to schedule rides, please provide first and last name; the day, date and time of the trip or trips; the number of people traveling; the type of any mobility aids being used; and the origin and destination street addresses.

The Dispatcher must coordinate and schedule trips requested by many eligible riders.

When making reservations, the exact appointment time that you would like may not be available. In such cases, federal regulations allow a two (2) hour window to accommodate reservation requests (from one hour before to one hour after the requested time). While the dispatcher will make every effort to schedule trip requests as close to the desired time as possible, only when trips must be scheduled outside of this two (2) hour window do federal regulations term that a denial.

There are no restrictions on the number of trips an eligible rider may reserve.

## **In the event of bad weather the Dial-a-Bus follows the Closings and delays of the Newburgh Enlarged City School District**

**Please note** that requests for specific drivers will not be accommodated.

### **Pick-ups and Drop-offs**

Orange County has established curb-to-curb service (with the service area being the Town of Newburgh only)

#### **Fares:**

**\$1.00 one way**

**Half Fares: \$.50 one way for Senior/Disabled Citizens & Medicare Cardholders**

**Free Fares:** Children under 6 years of age ride must be accompanied by a responsible adult with a car seat

**Fares** are to be paid when you board the bus, no pre-paying for future trips will be accepted. Receipts are available upon request.

All children under sixteen (16) years of age must be accompanied by a responsible adult.

### **Cancellations / Modifications**

No changes can be made to any trips on the day of the scheduled ride, including the time of travel or any changes to the addresses. Any changes to scheduled trips must be made in the standard reservation window for all trips (that is, no more than two weeks ahead and at least one day before the requested trip).

A Rider cancellation less than one (1) hour before the scheduled pickup time is considered a "Late Cancellation". Rider privileges may be suspended if riders develop a pattern of excessive Late Cancellations (See Rider Responsibilities below).

### **Pick Up**

Passengers who are at an appointment and are ready to be picked up should call (845)564-6084 and after 1:00pm (845)564-7815.

The driver will make every effort to pick the passenger up as soon as is possible without affecting overall operations, however they are not required to pick up passengers that are not on the schedule.

Passengers should also advise the office if they are cancelling the return trip because they have made other arrangements for their return trip or the trip to their next destination.

### **Personal Care Attendants (PCAs) and Companions**

Riders should indicate they will be traveling with a PCA when scheduling trips. The PCA must board and disembark the vehicle with the rider being assisted. A PCA is someone provided by the rider; the Dial-a-bus service does not provide PCAs for riders.

Drivers are not permitted to provide attendant-type services (for example, carrying personal packages or suitcases). However, driver assistance with boarding and disembarking will be provided upon request.

### **Transporting Animals**

Riders may travel with a service animal such as a guide dog. Please tell the dispatcher when requesting rides that travel will be with a service animal. A service animal is an animal individually trained and certified to provide assistance to an individual with a disability. A service animal must be under the constant control of its owner or handler.

### **Transporting Life-Support Equipment**

Riders may bring a respirator, portable oxygen, and/or other life-supporting equipment onto the bus. Such equipment must not violate laws or rules regarding transportation of hazardous materials.

Equipment must be of an appropriate size to fit in the vehicles and be under the rider's or the attendant's continuous control.

## **Transporting Packages**

Riders (and PCAs and companions) are permitted to carry only the number of bags or packages that they are able to manage independently without the assistance of the driver. Due to space limitations and the time it takes to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the rider and carried aboard without delaying the vehicle. Drivers are not permitted to assist with packages. For safety reasons, explosives, acids, flammable liquids or other hazardous or illegal materials cannot be carried. No personal items or packages are to be left on the bus.

## **Trip Purposes**

Requests for trips of any purpose such as going to work, a doctor's appointment, shopping or the movies, etc. will be accepted and provided within the service area. Additionally, the dispatcher is prohibited from prioritizing trips based on the trip purposes which may be described by the riders. In other words, a reservation for a medical appointment cannot be given preference to a trip to the movie theater.

## **Reasonable Modifications**

In order to provide the best service possible, Town of Newburgh Recreation Department Dial -A- Bus operators will accept reasonable modification requests.

To request a reasonable modification please contact us by phone or email. Requests should be as detailed as possible and include information on why it is needed to use the service. If the request would fundamentally alter the nature of the service or create a direct threat to the health and safety of others, it will be denied.

Furthermore, all documents provided by Town of Newburgh Recreation Department Dial -A- Bus are able to be published and provided in various accessible formats upon request

## **No Subscription Reservations**

A "subscription reservation" is a reservation made for a recurring trip or set of trips. Subscription service is traveling between the same origin and destination at the same time, on the same day(s) of the week, at least once weekly, for at least one month. Reservations must be made at least twenty-four (24) hours prior to the desired trip and may be scheduled a maximum of fourteen (14) days prior to the desired trip.

## **Where is My Ride?**

**Dial-a-bus operates with a pick-up window of 40-minutes. In other words, riders must plan on potentially waiting up to 20 minutes on either side of the scheduled time for the vehicle to arrive. For example, while the driver will make every attempt to arrive as close to the scheduled time as possible, a rider with a trip that is scheduled for a 2:00pm pickup should be ready for the vehicle to arrive beginning at 1:40pm and might have to wait until 2:20pm for the bus to arrive before calling to find out when it is coming.**

## **Shared Rides**

The Dial-a-bus is a shared-ride system. Buses are dispatched to carry multiple riders, so riders may or may not go directly to their destination after being picked up; there may be one or more pick-ups and drop-offs of other riders along the way.

## **Unscheduled Stop Requests**

Only scheduled stops will be made. Drivers are not permitted to make unauthorized stops.

## **Mobility Aids**

All mobility aids and other equipment (for example, folding shopping carts) used by riders must be able to be safely secured inside the bus during travel in order to be permitted on the bus.

## **Lifts**

Lift deployment is available at any scheduled boarding or disembarking location, provided that physical terrain and/or conditions allow. If the location does not allow for the safe deployment of the lift, the nearest safe and agreed upon location will be used to load and disembark the passenger. The lift is only to be occupied by one person at a time. For safety reasons, PCAs and/or companions are not permitted to be on the lift while an ADA rider is loading or unloading. There are no time constraints for passengers with disabilities to board or disembark a vehicle using the lift.

## **Drivers**

Passenger safety begins with qualified drivers. Each of the drivers are carefully screened before hiring, and their credentials are continually monitored for compliance throughout their employment. The screening process includes review of driver and criminal records, a thorough physical, substance abuse testing, and reference checks. All drivers must also be qualified according to Article 19-A of the New York State Vehicle and Traffic Law. In addition, Town of Newburgh drug and alcohol policy mandates that all drivers undergo substance abuse random screenings.

## **Responsibilities**

Below are common sense responsibilities designed to ensure safety and comfort for all passengers and drivers.

### **Rider's Responsibilities:**

- Carefully review all Rider Guide materials.
- Make ride reservations at least twenty (24) hours and up to fourteen (14) days in advance.
- Same day reservations will not be accepted.
- Be at the designated pickup location on time (within the pickup window – at least Twenty (20) minutes before the scheduled pickup time and stay to at least twenty (20) minutes after the scheduled pickup time).
- Arrange entry for the vehicle if pickup or drop off location is inside a gated community or has special access requirements.
- If the vehicle has not arrived by the end of the on-time window (twenty (20) minutes after the scheduled pick-up time) call (845) 564-6084 or after 12:00pm (845)564-7815
- Pay the correct fare in cash using exact change.
- Call to cancel an unneeded ride as soon as possible to avoid a “late cancellation” or a “no-show” and help reduce any service disruption for other riders.
- Avoid distracting the driver or engaging other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in safe operating condition according to manufacturer's specifications.
- Expect “shared-ride” service on Dial-a-bus vehicles. Others may be picked up after you, and/or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene; **please** refrain from using scented products to accommodate riders with chemical sensitivities.

### **Courtesy Counts**

Follow these common rules of courtesy:

- Be considerate of others.
- No eating, drinking or smoking on board the vehicle.
- No riding under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No solicitation – distribution of advertising or material of any kind, including soliciting petition signatures, for a political candidate, religion or any other cause, is prohibited.

### **Driver's Responsibilities**

Drivers Are Required to:

- Adhere to the same standards of common courtesy and personal hygiene as required of riders.
- Drive safely at all times.
- Treat riders with courtesy.
- Visibly display a proper ID badge.
- Perform a thorough pre-trip inspection on the vehicle, including cycling the lift, and immediately report any defects to the supervisor.
- For safety reasons, maintain “line of sight” of vehicle at all times.
- Keep to the assigned service schedule for the convenience of all riders.
- Provide reasonable assistance to riders entering or leaving the vehicle.

### **Drivers Are Not Permitted to:**

- Enter the residence of a rider.
- Perform any personal care assistance for any rider, such as assisting with dressing.
- Lift or carry a passenger.
- Wait for a passenger to make a stop to conduct business, such as at an ATM/Cash machine, pharmacy or store.
- Escort a passenger beyond vehicle
- Provide attendant-type services (for example, carrying personal packages or suitcases).
- Accept tips or any other gratuities.
- Perform errands for riders, such as picking up prescriptions or groceries.
- Operate the vehicle while distracted by personal cell phones, iPods or similar personal sound generating devices, computers or similar devices.

### **Missed Rides**

Orange County has a fairly lenient policy for riders regarding missed trips and offers numerous opportunities for riders to understand how their actions impact operations. If a rider is demonstrating a pattern of no shows, the operator will send the rider a warning letter advising them of their actions and the potential repercussions.

- **Cancellation** - when a rider calls the office more than one (1) hour before their window start time.

This is an acceptable action by passengers and is encouraged. Please note that one (1) hour before the window start time is one (1) hour and twenty (20) minutes before the scheduled pickup time.

For example, a rider with a scheduled pickup time of 10:00am has a pickup window beginning at 9:40am such that a proper cancellation would be made by calling no later than 8:40am.

- **Late Cancellation** - when a rider calls less than one (1) hour before their scheduled window start time. This is an unacceptable action. "Late cancellations" are equivalent to a "no show".

- **No Show** - when a bus arrives at a pick-up location within the forty (40) minute window time, **waits five minutes** within that window only to find that the rider has not shown up for the ride.

This is a "no show" and is an unacceptable action.

### **Suspension Policy for a Pattern of Missed Trips, No Shows or Disruptive Behavior**

Three "no shows" within a 30-day period will result in the rider being sent a warning letter and may lead to a temporary suspension of riding privileges. Dispatcher determines whether a rider has engaged in a pattern or practice of missing scheduled trips by using the following policy:

- If a rider (or their PCA and/or companion(s)) violates any safety or conduct policy, has a medical problem affecting safety, or violates the no show/cancellation policy in a 30-day period, Dispatcher may suspend the rider (or the PCA and/or companion(s)) if it deems necessary. Dispatcher will notify the rider with the reasons for the suspension and the length of the suspension. Suspension time periods may be reduced or extended at the discretion of Dispatcher.

- If needed, first suspensions will generally be for one (1) week. This happens when twenty-five percent (25%) or more of a rider's scheduled trips are no-shows over a period of one month, which will result in suspension for a week. If the immediate suspension is based on the rider having a medical problem affecting safety, the suspension will continue until the medical problem affecting safety is remedied. For example, rider A (with no previous suspensions) requested 16 trips over a four week period, but was a no show for four of those trips (25 percent), could be suspended for one week.

- If, after a first suspension, a rider (or their PCA and/or companion(s)) again violates any safety or conduct policy, has a medical problem affecting safety, or violates the no show/cancellation policy with a pattern of 20 percent no shows over a period of one month, a second letter would be sent advising the rider of the second suspension and the length of the suspension. Typically, a second suspension will be for two (2) weeks.

Following the end of their first suspension, Rider A - who scheduled 10 trips over the next four week period, but was a no show for two of those trips (20 percent), could be suspended for two weeks. If, after a second suspension, a rider (or their PCA and/or companion(s)) again violates any safety or conduct policy, has a medical problem affecting safety, or violates the no show/cancellation policy with a pattern of 15 percent no shows over a period of one month, a third letter would be sent advising the rider of the third suspension and the length of the suspension. A third suspension cannot exceed three (3) weeks in duration. Additionally, the passenger must contact Orange County in writing to request re-instatement. The same rider A (from the

example with two earlier suspensions) who requested 20 trips over the next four week period, and was a no show for three of those trips (15 percent), would be suspended for a period not exceeding three weeks. The same rider A (from the example with three earlier suspensions) who requested 20 trips over the next four week period, and was a no show for 2 of those trips (10 percent), would be suspended from using Dial-a-bus.

### **Circumstances beyond the Rider's Control.**

For each no show, the Dispatcher contacts the rider to gather information on the circumstances surrounding the no show.

Circumstances considered to be beyond the rider's control include:

- Family emergency
- Illness that precluded the rider from calling to cancel
- Rider was inside calling to check the ride status and was on hold for extended time
- Rider's mobility aid failed
- Sudden turn for the worse in someone with a variable condition

Such things precluding the rider from cancelling in a timely way will not be counted against the rider as a no show. This information is recorded in the Dispatchers No Show Log.

### **Rider Appeals against Suspension**

Riders are allowed to appeal suspensions. Dial-a-bus will consider revoking suspensions if the rider can demonstrate that the no shows were caused by circumstances beyond the rider's control.

### **Improving Service**

Providing Input and Feedback About Dial-a-bus Service

Riders are encouraged to let Dispatcher know about the quality of service. When calling or writing to Dispatcher, please provide as much detail as possible. Information about the trip such as date, time of pickup or drop off, driver name, or vehicle number is helpful. This detailed information is especially helpful if the feedback is a complaint to be looked into. Riders may also contact the Town of Newburgh Recreation with feedback, including complaints, however for most operational issues the initial contact should be to the Dispatcher. The Dispatcher and Recreation Department Head are responsible for tracking, review and resolution of all complaints received. All received complaints are entered into a File for tracking. The File contains information such as name, address, phone number and details regarding the alleged complaint.

Please note that there are separate processes for different types of service feedback.

To ensure that feedback response is handled most efficiently, please refer to the following table:

### **Complaint / Commendation Type:**

Submit to Contact information Phone/Mail:

#### **General Service Guidelines/Requirements**

Transportation Scheduler (845)564-0684

Town of Newburgh Dial-a-bus

311 Route 32

Newburgh NY 12550

#### **Specific trip feedback (lateness, etc.)**

Transportation Scheduler (845)564-0684

Town of Newburgh Dial-a-bus

311 Route 32

Newburgh NY 12550

#### **Service Scheduling Feedback**

Town of Newburgh Recreation

James Presutti, Commissioner

311 Route 32

Newburgh NY 12550



## **ORANGE COUNTY DEPARTMENT OF PLANNING TITLE VI POLICY STATEMENT**

Orange County Department of Planning (OCDP) assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity associated with public transportation and/or transit services. OCDP further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. In the event that OCDP distributes federal aid funds to another entity, it will include Title VI language in all written agreements and will monitor for compliance.

Additional Information: Individuals and/or organizations who would like more information concerning OCDP's nondiscrimination obligations should contact:

Commissioner Orange County Department of Planning  
124 Main Street Goshen, NY 10924

If information is needed in another language, please contact Transit Orange at [TransitOrange@orangecountygov.com](mailto:TransitOrange@orangecountygov.com) or call (845) 615-3850.

### **Orange County Complaint Procedures:**

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin can file an administrative complaint with the OCDP under Title VI of the Civil Rights Act of 1964 and send to the above address. If desired, individuals and organizations may file a complaint by completing the attached Title VI complaint form or a copy of the form is available on-line at <http://www.ridetranstrange.com>. Complaints should be signed and include contact information.

**Link to [Orange County TITLE VI Plan](#)**

**[https://www.ridetranstrange.com/files/ugd/e7c63d\\_e2bb6b2914854125a356bd29d42514f1.pdf](https://www.ridetranstrange.com/files/ugd/e7c63d_e2bb6b2914854125a356bd29d42514f1.pdf)**

### **1. Title VI Complaint Procedures**

1.1. General Overview 49 C.F.R. Part 21.1, provides that, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation." In order to comply with Title VI and all of the regulations of 49 C.F.R. Part 21, the County of Orange acting by and through its Department of Planning provides the following complaint procedures for those persons who believe that they have been subjected to discrimination under any program or activity receiving Federal financial assistance from the United States Department of Transportation. These procedures do not deny the right of the complainant to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination.

1.2. Who do these Title VI procedures apply to? Title VI applies to any program for which Federal financial assistance is authorized under a law administered by the United States Department of Transportation. Federal financial assistance includes grants and loans of Federal loans; the grant or donation of Federal property and interests in property; the detail of Federal personnel; the sale and lease of and the permission to use Federal property or any interest in such property without consideration or at a nominal consideration, or in recognition of the public interest to be served by such sale or lease to the recipient and any Federal agreement, arrangement or other contract which has as one of its purposes the provision of assistance

1.3. Who may file a Title VI complaint? A complaint may be filed by any person who believes himself, herself, or any specific class of persons to be subjected to discrimination.

1.4. What is discrimination under Title VI? Discrimination under Title VI of the Civil Rights Act of 1964, as amended, is an act (action or inaction), whether intentional or unintentional, through which a person, solely because of race, color, national origin, creed, sex, age or disability, has been otherwise subjected to unequal treatment or impact under any program or activity receiving Federal financial assistance from the United States Department of Transportation.

1.5. How and where is a discrimination complaint filed? A complaint must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number. Attached is a Discrimination

Complaint Form that may be used, however, a complaint may also be filed by sending the complaint via facsimile or electronic mail. A signed written complaint must be filed within 180 days of the date of the alleged discrimination. The signed complaint must be sent to: Commissioner Orange County Department of Planning 124 Main Street Goshen, New York 10924 Fax (845) 291-2533 [TransitOrange@OrangeCountyGov.com](mailto:TransitOrange@OrangeCountyGov.com)

1.6. How long will it take for my complaint to be resolved? The complaint will be submitted to the Orange County Planning Department for review. Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.

## **Town of Newburgh Dial -A- Bus ADA Complaint Procedures**

### **Town of Newburgh Complaint Process**

Town of Newburgh Dial -A- Bus will receive all ADA related complaints and are responsible for tracking, review, and resolution. The process may be followed by anyone who believes they were discriminated against on the basis of disability in the Town of Newburgh Dial -A- Bus service, activities or programs. All received complaints are entered into a database for tracking. The database contains information such as name, address, phone number, details regarding the alleged complaint and a coded type of complaint (e.g. service, personnel, operational, discriminatory). Most complaints that are non-discriminatory are resolved quickly by contacting the operator. Serious complaints, such as discrimination, require the submission of a formal complaint in writing by the complainant. "Within 60 days", Town of Newburgh Dial -A- Bus is required to perform a formal investigation and report upon its findings and resolution of the complaint in writing to the complainant.

The complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days. Town of Newburgh Dial -A- Bus practices a document retention policy of "7" years.

### **Grievance Procedure**

Town of Newburgh Dial -A- Bus is committed to ensuring that people with disabilities are able to take part in, and benefit from transportation services offered. Title VI of the Americans with Disabilities Act (ADA) requires that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of complaints.

#### ***Who may file a grievance?***

A grievance may be filed by any person who believes himself, herself, or any specific class of persons to be subjected to discrimination.

#### ***How and where is a discrimination grievance filed?***

A grievance must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number. However, a grievance also may be filed by sending the grievance via facsimile or electronic mail.



A signed written grievance must be filed within 180 days of the date of the alleged discrimination. The signed complaint must be sent to:

Town Supervisor: Gil Piaquadio  
Town of Newburgh Recreation Department  
Dial -A- Bus  
311 Route 32  
Newburgh, NY 12550  
(845) 564-7827  
bustransport@townofnewburgh.org

***What should the grievance include?***

You may file your grievance using the *Title VI Complaint Form*. If you choose not to use the form, you may file your grievance either in writing or verbally and include the following information:

- a) Your name, address and telephone number
- b) Person discriminated against (if someone other than the complainant)
- c) Description of the complaint
- d) Date, time and location of incident
- e) Any additional helpful information about your complaint

***How long will it take for my grievance to be resolved?***

The complaint will be submitted to the Town of Newburgh Dial -A- Bus for review. Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.

***Where can further information be found?***

Further information regarding the ADA Complaint process can be found on the Town of Newburgh Dial-A-Bus website, located at <https://townofnewburgh.recdesk.com/Community/Home>, "Information and Forms" tab. All documents provided are able to be published and provided in various accessible formats upon request.

**A Title VI grievance must be submitted to:**

Town of Newburgh Recreation  
James Presutti, Commissioner  
311 Route 32  
Newburgh NY 12550

Robert Parrington, Transit Planner  
Orange County Planning Department  
124 Main Street  
Goshen, NY 10924

Gil Piaquadio, Supervisor  
1496 Route 300  
Newburgh NY 12550

Each complaint that is filed will be reviewed and responses made within 30 business days.

## **Other Operator Policies**

### **Mobility Equipment Policy**

Orange County is the primary purchaser of transit vehicles, and ensures that all bus purchases include lifts and other accessibility features that meet or exceed Federal requirements. All mobility aids and other equipment used by riders must be able to be safely secured inside the bus during travel in order to be permitted on the bus. In accordance with Federal regulations, mobility devices may not exceed the design load (rider's weight plus mobility device's weight) of the vehicle's lift.

Lift deployment is available at any pickup or drop-off location requested by passengers provided the physical terrain and/or conditions allow. If the location does not allow for the safe deployment of the lift the nearest safe and agreed upon location will be used to pick up or drop off the rider.

There are no restrictions on persons using respirators for portable oxygen on vehicles.

### **Operations Policies When Accessibility Features are Inoperative**

Orange County's operating agreement ensures that vehicles with inoperative lifts and ramps are not put into service. Orange County staff examines pre- and post-trip vehicle inspection sheets during operator oversight visits for confirmation of compliance. Vehicles are taken immediately out of service for prompt repair and a spare vehicle with operational lifts and other ADA accessibility features is put into operational service within a 30 minute window. Drivers are responsible for documenting and notifying their supervisor immediately of the failure of any ADA accessibility feature during pre-trip, while in service, or during post-trip inspection. Orange County requests the operator to repair ADA accessibility features within the timeframe prescribed according to DOT guidance. Within the Operator Oversight Program, Orange County Planning staff review maintenance records to verify that repair of ADA accessibility features was done in a timely manner. If the repair of ADA accessibility features to vehicles extends beyond the timeframe prescribed by DOT, Orange County and its operator ensure that spare vehicles are available to cover the service while the inoperable vehicle is out of service.

### **County Monitoring of Operator Services**

Actual trip information is catalogued within a database. Periodic reviews are performed to confirm the operational data for accuracy checks. The County reviews maintenance records, pre- and post-trip inspections and accessibility features (e.g. lift operation) during onsite visits as part of the Operator Oversight Program. Orange County defines the following service characteristics for monitoring purposes:

#### **Trip Denials**

A trip denial occurs when a one way trip cannot be scheduled within a two hour window of the requested trip time (one hour before to one hour after the requested trip time).

## **On-time Performance**

Orange County defines a trip as "on-time" when a pick-up and/or drop off time occurs within a Forty-minute window (Twenty minutes before to Twenty minutes after) of the scheduled trip time.

#### **Missed Trips**

A missed trip is a trip that has been scheduled and confirmed with a passenger but is not completed at all by the operator.



# Newburgh Local Transit Service

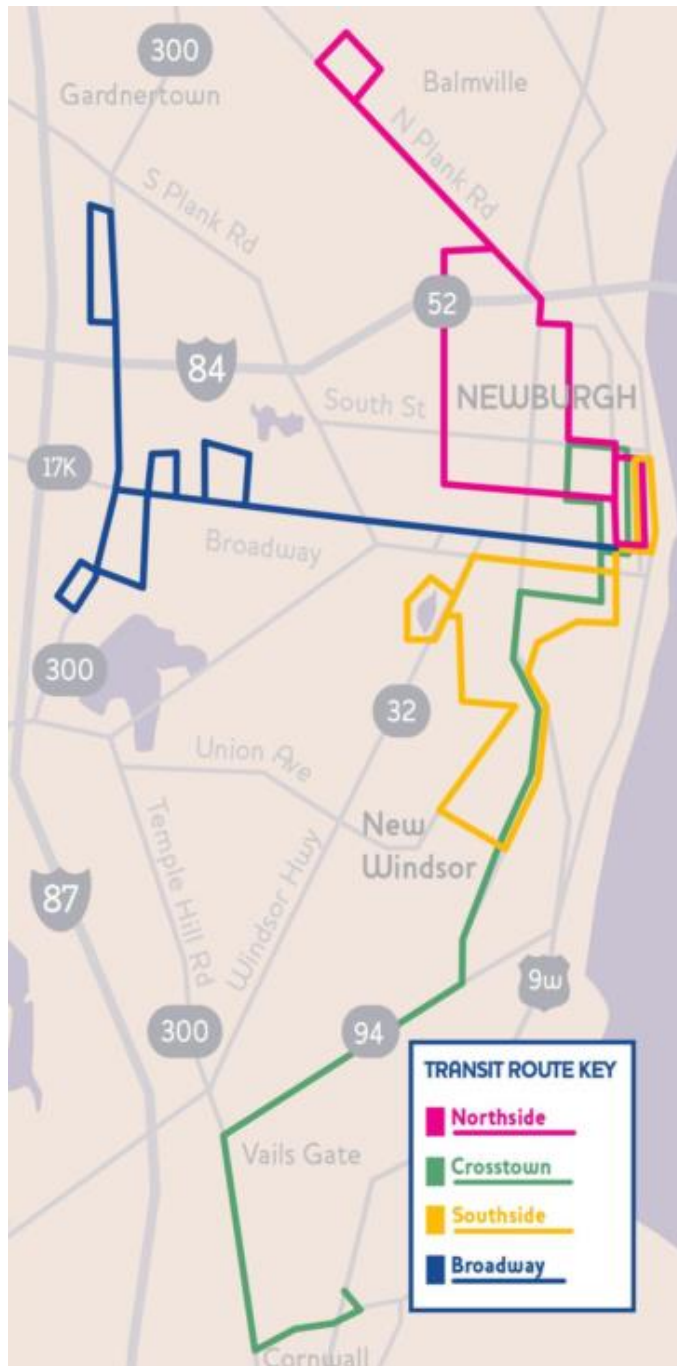
(Getting from the Town of Newburgh to the City of Newburgh or from the City of Newburgh to the Town of Newburgh)

**Fare:** \$1.50

**Transfer at Broadway & Liberty:** \$0.50

**Half Fare:** Seniors age 60 and over, individuals with disabilities, Medicare: \$0.75

**Valid Half-Fare ID:** Medicare card, Orange County Senior Discount Card, ADA Paratransit ID Card





**Newburgh Local Transit Service** (Getting from the Town of Newburgh to the City of Newburgh or From the City of Newburgh to the Town of Newburgh)

[illegible]