

Orange County Complementary ADA Paratransit Visitor Information

Welcome

Orange County Complementary ADA Paratransit (“ADA Paratransit”) is a shared-ride transportation service for people who are unable to independently use public transit because of a disability or disabling health condition. Since 1990, the Americans with Disabilities Act (ADA) has required all public transit agencies to provide paratransit services to qualified disabled people. The law sets forth specific requirements for vehicle and facility accessibility and provision of service, including complementary paratransit service.

What is ADA Paratransit?

Federal law requires that each public entity operating a fixed route system provide paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system. The term "fixed route system" means a system of providing designated public transportation on which a vehicle is operated along a prescribed route according to a fixed schedule. ADA requirements for paratransit do not apply to commuter bus, commuter rail, or intercity bus or rail systems.

In practice, ADA Paratransit is a “safety net” for people with disabilities who are unable to make use of the fixed-route transit system (bus). It is not intended to be a comprehensive system of transportation that meets all of the travel needs of people with disabilities.

The phrase “complementary paratransit service” is sometimes used. This means that it is a complement to the fixed route service. This term is sometimes confused with the homonym *complimentary*, which means free; the complementary ADA paratransit service is not free.

Visitor Eligibility

Out-of-town visitors are approved to use Orange County’s ADA Paratransit service for up to twenty-one (21) days in a calendar year upon submission to the operator of proof of paratransit eligibility from another ADA Paratransit service. The visitor may also present a different form of proof if their disability is not apparent (i.e., letter from licensed physician). Information can be submitted via email to TransitOrange@orangecountygov.com or fax 845-291-2533 Attention: Paratransit Service. You can further follow up that your information was received by calling Transit Orange at 845-615-3850. Received documentation will be provided to Paratransit operator the same day it is received. Visitors will be able to then call and make reservations on the same basis that Orange County residents do. For further information on how to make a reservation, please see ‘Scheduling Rides’ in the section below.

Planning Your Ride

Hours of Service

ADA Paratransit services are required by federal regulation to have the same service hours as the fixed route system for which they are a complement. The ADA Paratransit services contracted by Orange County are available during the following hours:

Newburgh Area:

- Monday through Friday, 6:50 AM to 7:00 PM (last scheduled ride 6:45 PM)
- Saturday 7:50 AM to 7:00 PM (last scheduled ride 6:45 PM)
- No Sunday Service (the fixed route service does not operate)

Middletown Area:

- Monday through Saturday 7:00 AM to 5:30 PM (last scheduled ride 5:15 PM)
- No Sunday Service (the fixed route service does not operate)

Monroe Area:

- Monday through Thursday 8:30 AM to 11 PM (last scheduled ride 10:45 PM)
- Friday through Saturday 8:30 AM to 3:30 PM (last scheduled ride 3:15 PM)
- Sunday 11 AM to 11 PM (last scheduled ride 10:45 PM)

Scheduling Rides

Eligible riders may call the paratransit service contractor to schedule rides in the Newburgh, Middletown, and Monroe service areas. Reservations must be made at least one day prior to the desired trip and may be scheduled a maximum of two (2) weeks prior to the desired trip. ADA Paratransit services must be provided to eligible persons when next day reservations are made. The 'next day' means any time during office hours the day before; that is, a rider could call Monday afternoon to schedule a trip on Tuesday morning. Nevertheless, both the county and the service contractor appreciate as much advance notice in scheduling as possible.

Please note that same day reservations will not be accepted.

To make reservations, please call paratransit service contractor MTM Transit, LLC during the office hours listed below:

- ❖ **Newburgh Area (845) 567-0013:** Monday through Saturday 8:00 AM - 5:00 PM
- ❖ **Middletown Area (845) 467-6641:** Monday through Saturday 8:00 AM - 5:00 PM
- ❖ **Monroe Area (845) 395-3083:** Monday through Saturday 8:00 AM – 5:00 PM and Sunday 11:00 AM to 5:00 PM

Fares

The current paratransit one-way fare is seventy-five cents (**\$.75**) for each trip that is made. Fares must be paid to the driver upon boarding the vehicle.

While an official Personal Care Attendant (PCA) providing assistance to the paratransit rider does not pay a fare, companions are charged the same fare as the paratransit eligible individual they are accompanying.

For further information, please see the Orange County Complementary ADA Paratransit Rider Guide.