

SERVICE DESCRIPTIONS

DIAL -A- BUS

The Dial A Bus runs Monday– Friday from 6:30am– 5:00pm and on Saturdays from 8am– 3pm. The Dial A Bus is a demand response reservation service that will pick you up at your curb at a desired time that you set up when you call. When making your reservation, keep in mind that we will pick up other people along the way and to leave yourself enough travel time for appointments. You must be ready at least 5 minutes prior to your scheduled pick up time. We do not go on private roads or driveways. You must be waiting at the curb of requested pick up location. If you also need a return trip, you must reserve that when you book your rides. The Dial-A-Bus does not leave the Town of Wallkill. The Dial-A-Bus does not transport to/ from the City of Middletown. You may use us to connect to Mid-City Transit bus stops to get to the City of Middletown.

TO MAKE A RESERVATION

Please call our office between 8:30am-1:00pm. You must speak to the dispatcher to make a reservation for pick up. We do not accept reservations left on the voicemail. You may also use our online reservation service if you are registered with us. For online reservations, dispatch will accept these in the order they arrive, during our normal reservation hours. If you do not get a response, please call the office.

SAFETY and PROCEDURES

- For your safety, buckle your seat belt
- All wheelchairs and mobility devices must be secured by the driver.
- Hold all packages with you in your seating area so they do not move around
- No eating, drinking on bus. Do not leave garbage on bus
- Do not smoke in or near the bus
- Drivers will carry packages and mobility devices on/ off bus so you can use handrails. Please ask driver if you need this assistance.
- Do not stand while bus is in motion
- Wait for bus to come to a complete stop before approaching or standing
- Do not be disruptive or distracting to the driver

LOCAL SHUTTLE SERVICE

The Shuttle Bus is a fixed route bus that runs on a set schedule. Reservations are NOT required. Just be in a safe place along the route and flag down the driver. For a copy of the schedules, please see our website, ask a driver, or call the office. The shuttle bus goes to the City of Middletown– Railroad Ave and OCCC at designated times. We also connect to Mid– City Transit for shuttles to City of Middletown.

Important Numbers:

Wallkill Dial-A-Bus

845-692-7852

ONLINE Reservations–
www.townofwallkill.com

Mid– City Transit

845-343-4702

The Town of Wallkill Dial-A-Bus is not responsible for any lost property or any inconvenience resulting from delayed service

FARE DETAILS AND GUIDELINES

FARES FOR ALL BUS SERVICES:

EXACT CHANGE REQUIRED/ one way/per person/ per stop/ cash only

Regular Fare \$3.00

Seniors 60+ \$1.00

Disabled \$1.00

Half fare verification required

Children 4 and under are free. Verification required the first time you ride for disability and senior status. You must be 13 years or older to ride without a guardian, but Transit Supervisor has discretion

Each time you get on the bus, you are required to pay a fare. You must pay as you board the bus and have exact change. You must pay your fare in order to ride the bus, no exceptions! In order to provide efficient service, all cancellations must be received the day before your ride. We do have an answering machine for cancellation messages. We ask for 24 hours notice when you can so we have time to give your ride to someone else.

We are a "Curb to Curb" service. This means our buses are not permitted on driveways and we will pick up and drop off at the closest curb possible. We are not permitted on private roads or roads that are unsafe to travel. Drivers are NOT permitted to assist once off of the bus. The rider must be able to get to/ from the bus without assistance or you may have an assistant go with you.

NO SHOW AND LATE CANCELLATION POLICY:

We ask for 24 hours notice for cancellations so we can provide service for someone else and run efficiently. We understand emergencies happen and allow emergency cancellations on a case by case basis. These cancellations should be left on our answering machine by 6:00am. A person who does not show up for a scheduled ride, will be considered a "No- Show". If a person accumulates 3 no-show's or late cancellations (less than 24 hours notice) within 30 days (date of most recent used), they may not be permitted to make future reservations for one month. If a person accumulates 3 no-shows or late cancellations a second time, they will not be permitted to make reservations for 2 months, etc. Ask for policy for additional information.

This policy is in effect so we can provide service to as many people as possible and not turn away riders. We thank you for your cooperation with this policy.

845-692-7852 inclement weather details are left on our answering machine.

Visit us at TOWNOFWALKILL.COM

TOWN OF WALKKILL DIAL A BUS

ADA Compliance-If you need to use the wheelchair lift, please tell us when you make your reservation. All of our buses have wheelchair lifts and are ADA Compliant. We secure all wheelchairs with our safety devices. All mobility devices will be secured to avoid moving in transit See our wheelchair securement policy form. You may use lift if unable to use steps on the bus.

WE ARE CLOSED ALL MAJOR HOLIDAYS. For inclement weather changes, please call our office and answering machine will have updates

ALL RESERVATIONS CAN BE MADE BY CALLING

845-692-7852

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TOWN OF WALKKILL DIAL-A-BUS

PROVIDING LOCAL DIAL-A-BUS AND SHUTTLE BUS SERVICE



MAKE YOUR RESERVATIONS BY CALLING OUR OFFICE OR ONLINE BY VISITING TOWNOFWALKKILL.COM CLICK- TRANSPORTATION LOOK INSIDE FOR MORE INFORMATION!

SHUTTLE SCHEDULE AVAILABLE ONLINE or BY ASKING ANY DRIVER

845-692-7852