

A Guide to Riding the Putnam Area Rapid Transit (PART) System in Putnam County, NY

The PART system allows public transit riders the freedom and independence to explore and enjoy the many destinations within Putnam County. Whether it's a morning hike, lunch in the afternoon, picking up groceries, or making it to a doctor's appointment, PART has you covered. With 4 fixed routes, a seasonal trolley in the Village of Cold Spring, and a commuter shuttle option, you are never too far from where you need to go.

PART buses are designed with many safety features to accommodate seniors and disabled individuals. Including handicap accessibility, wheelchair lifts, driver assistance, and an accommodating dispatch and operations team. Additionally, as a senior or disabled person, you have access to half-fare status as set forth in Putnam County Transit's Policy and Procedures Manual.

We hope you will use this guide to discover how to travel to your favorite Putnam destinations with the utmost safety, reliability, and convenience. We look forward to riding with you soon!

CONTENTS

- | | |
|-------------------------------|----------------------|
| 1. Where to start | 5. At the bus stop |
| 2. How to read a bus schedule | 6. Boarding the bus |
| 3. Reduced fare program | 7. Take a seat |
| 4. How to ride | 8. Requesting a stop |

1.) Where to Start

Getting Information:

A dedicated, live information agent is a phone call away to help you plan your trip or answer your questions at **(845) 878-RIDE (7433)**.

You can speak with a PART dispatcher anytime Monday through Friday 4:15am – 8:45pm and 7:30am 5:30pm on Saturdays.

An automated phone system is also available 24/7.

Bus schedules are available online or via dispatch who can provide your driver a copy to deliver to you. Want us to mail you a schedule? No problem, just call the Putnam County Department of Planning, Development & Public Transportation at **(845) 878-3480** and we will happily mail one to you! You can also stop in to pick up a schedule, applications for paratransit/half-fare, ask a question or purchase tickets here at the Department located at **841 Fair Street, Carmel, NY 10512**.

Online schedules can be found at the following link:

<https://www.putnamcountyny.com/transportation/#route>

4 Helpful Hints:

1. When calling a PART dispatcher, always have a pen and paper ready.
2. If you need help planning your trip, just tell the dispatcher the address of your starting point and destination, the day of the week, and preferred travel time.
3. Ask the agent for the fare information and transfer points that apply to your trip.
4. Have you lost or found an item on a PART bus? Call our dispatch number and share your bus route number, the direction your bus was travelling in, the date, time, and destination of your trip. Additionally, you can email the Department at planning@putnamcountyny.gov with lost and found inquiries.

Compliments, complaints, or comments?

We always welcome feedback! Call **(845) 878-RIDE** with details about your PART experience. Have your bus route number, direction, date, time, location, and bus number handy.

VISIT US ONLINE AT <https://www.putnamcountyny.com/transportation/> TO FIND PART SYSTEM MAPS, TIMETABLES, AND MORE INFORMATION!

TRANSFER PUTNAM TRANSIT
Good only for ONE CONTINUOUS passage to a Connecting Putnam Transit

TRANSFER PUTNAM TRANSIT
Good only for ONE CONTINUOUS passage to a Connecting Putnam Transit Route at Putnam Plaza within a 60 minute

PARATRANSIT TICKET
Good for One Trip
To purchase tickets call:
845-878-3480 9:00 am-4:00 pm M-F
Bus Schedule information call:
845-878-7433
www.putnamcountyny.com

Putnam County, NY ADA Paratransit Eligibility Certification

Name: Mickey
ID#: P-556
Expires: 4/18/19
Personal Care Attendant: No
Eligibility Conditions: 3

Coordinator Phone #: (845) 878-7433 (RIDE)
711 Relay for Hearing Impaired
MaryEllen Odell, County Executive
Can also be used as Half-Fare on PART bus system

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*Seniors and disabled individuals with an Office for the Aging I.D. card, MTA (disabled) card, Medicare card and/or Half-Fare card issued by the Putnam County Planning Department are acceptable proofs for half-fare qualification in the rate of \$1.25.

3.) Reduced Fare Program

1. Simply show the bus driver any of the above listed acceptable proofs of Half-Fare and deposit the exact fare in the fare box. *Note, drivers are not permitted to handle money or “make change”.*
2. Half-Fare tickets are available to purchase at the Planning Department, these green tickets do not include transfers but the senior/disabled fare for a transfer is **\$0.25**.
3. Monthly passes, including transfers, are available to purchase at the designated half-fare rate of **\$37.00**.

Our drivers are trained to make your PART experience easy, safe, and comfortable.

Have your exact fare ready before you board the bus to keep the line moving and get you to your destination faster.

4.) How to Ride

PART operated on a “flag” system meaning at any point along the fixed route, whether or not there is a bus stop or bus shelter, PART riders can “flag down” the bus. This means signaling the bus driver with your hand as you are waiting along the shoulder of the road. There are several popular “pulse points” such as Putnam Plaza, ACME Markets, ShopRite, and Putnam Hospital, but a driver will pick up riders at any safe interval along the route.

When the bus arrives, please stand back for your safety.

When the front doors open, allow other passengers to exit before you board.

Always use the front door to board and exit the bus.

The destination sign at the front of the bus shows the direction in which the bus is travelling. If it is not operational, the bus driver will announce the destination at each stop.

PART buses are equipped to deploy a wheelchair, lift, or ramp. Please alert your driver if you require the use of such services.

The route number indicates the fixed route that the bus will travel. The fleet number identifies a specific bus.

5.) At the Bus Stop

Three tips: Dress for Success

What you wear can affect your riding experience; here are some clothing tips to remember:

1. Wear shoes with rubber or nonslip soles to stabilize yourself as the bus moves.
2. Make sure your clothing is loose and comfortable for ease of travel.

3. Carry a bag that you can pull over your shoulder so that your hands are free to hold onto handrails

Always make sure to arrive at least five minutes early to your bus stop so you don't miss your ride!

6.) Boarding the Bus

Are you heading in the right direction? Please check the bus route number and destination sign located above the windshield and next to the front door before boarding the bus – or just ask the driver!

PART buses make it easy for you to board and exit, which is why every PART bus is equipped with a wheelchair lift or ramp for handicap accessibility. If you need special assistance, ask the driver for help before you board. The PART bus drivers have been trained to offer you the greatest amount of support with no judgement so feel free to ask them and utilize their assistance!

- Using the Ramp and/or Lift:

If you cannot use the stairs, the PART bus can easily deploy a ramp or lift to help you on board whether you utilize a wheelchair or not. To utilize the lift or ramp, ask the driver to use the lift and then stand back about six feet. If you are standing, using a wheelchair, or in a scooter, the driver will tell you how to use the lift based on your needs. For your safety, always remember to hold the handrails.

- Holding Handrails:

Please utilize the handrails on PART buses as you board and exit the bus and during your ride. They are located at the front and at the back lift door of every bus, as well as on the top of every seat. There are also poles in the aisles that you can use to steady yourself.

7.) Take a Seat

Pay your fare first. Please board the bus and pay your exact fare before finding a seat. Note the driver is not permitted to handle money or “make change”. Please be prepared to deposit the exact fare in the fare box to expedite the process.

Finding a seat. We have a courtesy front row just for you! The front bench seats on all PART buses are reserved for seniors and individuals with disabilities. Enjoy these privileges by sitting at the front of the bus. Other passengers are also encouraged to offer you their seats if need be.

Stop announcements. All PART bus drivers make announcements for the major stops and points of interests along the route. Please remember: if you are still unsure of your stop, sit upfront and kindly remind the driver of your destination.

8.) Requesting a Stop

To request a stop. Tug the yellow cord next to the windows. The bus driver will be alerted to pull over at the next closest point of interest.

Unsure of your stop? Your driver will happily assist you. Just let your driver know of your destination when you board and remind them of your destination at some point during your trip. Then, your driver will be able to alert you a few minutes before your stop.

Stay seated. Your safety is important to us. As soon as you board the bus, please find a seat right away and remain seated while the bus is in motion. Once at your destination, remain seated until the bus makes a full stop.

Exiting the bus. Always exit the bus using the front door. If necessary/preferred, ask the driver to kneel the bus or deploy the lift and always hold the handrails or ask for any additional assistance if required.

Safety First & Last

1. Plan to arrive at the bus stop at least five minutes before the bus should be there.
2. While waiting for the bus, always stand three steps back from the curb (edge of the street).
3. Never run after or alongside a moving bus once it has left the bus stop. Play it safe and wait for the next one.
4. Keep your belongings away from the aisle. Tie loose straps, buckles, and strings on your bags, shoes, and clothing.
5. When you exit a bus, take six steps straight away from the bus and wait for the bus to drive away before crossing the street.

Thank you for choosing the PART system for your transit needs!