



# Riders Guide

2014



**nice** NASSAU  
INTER-COUNTY  
EXPRESS



## ***Able-Ride***

947 Stewart Avenue

Garden City, NY 11530

(516)228.4000

(516)228.4002 TTY

(516)228.9553 Fax

[www.nicebus.com](http://www.nicebus.com)

Facebook@ NICE Able Ride



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- 3. Introduction
- 4. Eligibility
- 5. Door-to-Door Service
- 7. How to Apply
- 9. Service Area
- 10. Service Hours
- 11. Transfers East and West of Nassau
- 13. Customer Bill of Rights / Responsibilities
- 15. Service Animals
- 17. Payment Policy
- 18. Scheduling a Trip
- 23. Visitors
- 25. Canceling a Trip
- 26. Pick-Up Windows
- 27. & 30. No Shows
- 28. Cancellation Policy
- 31. Suspensions
- 33. ID Cards
- 35. Drivers Responsibilities
- 39. Types of Vehicles
- 40. Abusive Behavior
- 41. Weather Conditions
- 41. Lost and Found
- 42. Contact Us



## What Is NICE Able-Ride?

Nassau Inter-County Express (NICE) Able-Ride is a shared ride transportation service for people who are unable to use fixed route public transit due to disability. "Shared ride" means that multiple passengers may ride together in the same vehicle. We are **not** a medical transportation services provider (Ambulette).

NICE Able-Ride is Nassau County's complementary paratransit service offered in accordance with the Americans with Disabilities Act (ADA). This booklet provides you with the information you will need when traveling on Able-Ride. Observance of the rules and regulations are the responsibility of all customers, PCA's and companions.

Rides are offered in the same service areas and during the same hours of operation as the normal NICE fixed route service.



## **What Is NICE Able-Ride?**

We provide safe and efficient service throughout Nassau County, except the following areas: Long Beach (*Long Beach provides its own service*). Syosset, Bayville, Oyster Bay, Lido Beach, Point Lookout, Locust Valley and Sands Point. Able-Ride provides partial service in the following areas: Valley Stream, Woodmere, Old Bethpage, Hicksville, Glen Cove and Lawrence.

### **Who is eligible for Able-Ride Service?**

In compliance with the Americans with Disabilities Act of 1990 (ADA), NICE Able-Ride provides paratransit shared ride service door to door as our base service, with origin to destination upon request. Able-Ride paratransit service is for anyone who, because of a physical or mental disability, are unable to use fixed route bus service. All riders must submit an application for approval and become certified to use this service.



## **Door-to-Door Service**

Door-to-door service means that Able-Ride drivers will assist customers from the outermost exterior door of the customer's pick-up address and boarding the vehicle, and from the vehicle to the outermost exterior door of the customer's drop-off address. Customers should be present at the outermost exterior door and ready to board the vehicle when their pick-up window begins (weather permitting). Upon arrival, if the customer is not present for boarding the driver will proceed to the door. Drivers will knock and/or ring doorbell and identify themselves as "Able-Ride." They will wait one minute at the door for the customer. If the customer is not present for boarding within that time, the driver will return to the vehicle and request that the Able-Ride Call Center begin the no-show authorization process.



## Door to Door Service

At public entrances, drivers may open the first or second exterior door to announce their arrival, but **MUST** be able to maintain sight of the vehicle at all times.

To receive door-to-door service, the following conditions must be met:

- **The outermost exterior door must be no more than 150 feet from the vehicle.**
- **The driver must be able to maintain sight of the vehicle at all times.**
- **There must be safe access from the vehicle to the door.**
- **There must be safe parking on a public roadway or public parking lot.**
- **The parked vehicle must not block or impede traffic.**



## **Door to Door Service**

If any of these previously stated conditions are not met, the location is considered non-serviceable for door-to-door, the driver will render curb-to-curb origin to destination service at the identified location. If a driver is at a location that is non-serviceable for door-to-door service, a dispatcher will attempt to contact the customer via phone, and will be advised of the situation and asked to meet the vehicle at the curb or an appropriate safe accessible area.

## **How to Apply**

You and a New York State (or Tri-State area is acceptable) licensed health care professional of your choice must complete the Able-Ride application. The application form determines the circumstances under which the applicant can use the fixed route system and when he/she will require Able-Ride.





## How to Apply

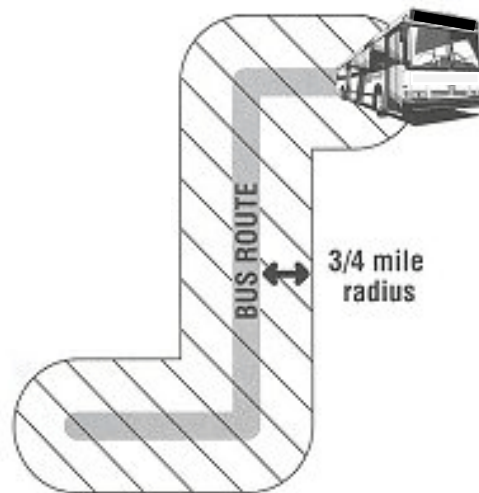
Each application is evaluated individually, taking into consideration all of the information provided. As part of the eligibility determination process, Able-Ride may (at our discretion) send you to our medical certifier for a functional evaluation. If you are deemed eligible for Able-Ride, you will receive an identification card and procedures to follow when using Able-Ride. If you are denied eligibility, a statement explaining the reason for denial and information regarding the Able-Ride appeal process will be provided.

To obtain an Able-Ride application, call (516)228.4000, TTY (516)228.4002 or go to our web-site [www.nicebus.com](http://www.nicebus.com)



## What Areas Are Served?

Able-Ride provides trips that start and end within  $\frac{3}{4}$  of a mile of fixed route service that is operating at the time the customer wishes to travel. Request for service that starts or ends outside of the  $\frac{3}{4}$  mile area **cannot** be accepted. Able-Ride will take you to any location within the ADA service area within Nassau County. Trips may be for any reason, including educational, personal, recreational or business related purposes.



Service is provided only for trips which start and end within  $\frac{3}{4}$  of a mile of fixed route service, which is operating at the time the customer wishes to travel.



NICE Able-Ride service availability is comparable to the regularly scheduled fixed route bus service during the same days and hours, including weekends and holidays. Whenever there is fixed route bus service available, Able-Ride service will also be available. If there is no regular bus service, Able-Ride service also will be unavailable.

### FIXED ROUTE SCHEUDLE

	WEST BURY Post Ave/ Rockland St	WEST BURY Private/ Elson	GARDEN CITY/NC College/ Erdi Blvd	GARDEN CITY/Roose velt Field	HEMPSTEAD D'Anst Center	SOUTH HEMPSTEAD Delaw in Long Beach Road	BALDWIN rand/ Dellott	BALDWIN rand/ Merrick Rd	BALDWIN HARBOR/ and Ave/ Atlantic Ave
	A	B	C	D	E	F	G	H	I
NO ABLE-RIDE SERVICE IS AVAILABLE DURING THIS TIME	-	-	-	-	5:45	5:51	5:59	6:07	6:10
	-	-	-	-	6:15	6:21	6:29	6:37	6:40
	-	-	-	-	6:45	6:51	6:59	7:07	7:10
	6:45	6:51	6:55	7:02	7:15	7:21	7:29	7:37	7:40
	7:05	7:14	7:19	7:27	7:40	7:49	7:58	8:06	8:09
	8:45	8:51	8:55	9:02	9:19	9:25	9:33	9:41	9:43
	9:15	9:21	9:25	9:32	9:49	9:55	10:03	10:11	10:13
	9:45	9:51	9:55	10:02	10:19	10:25	10:33	10:41	10:43
	10:15	10:21	10:25	10:32	10:49	10:55	11:03	11:11	11:13
	10:45	10:51	10:55	11:02	11:19	11:25	11:33	11:41	11:43
	11:15	11:21	11:25	11:32	11:45	-	-	-	-
NO ABLE-RIDE SERVICE IS AVAILABLE DURING THIS TIME									



## **Transfers East and West of Nassau County**

Able-Ride customers can also travel from Nassau County to points east in Suffolk County or to points west in New York City by transferring to Suffolk County Accessibility Transportation (SCAT) or MTA Access-A-Ride paratransit system.

### **EASTBOUND TRAVEL**

Able-Ride provides direct service to points approximately two miles east of the Nassau/Suffolk border. You may travel to points further east of Nassau County by transferring to Suffolk County Accessible Transportation Services-SCAT bus at one of the following locations:

- Walt Whitman Mall, Huntington
- Sunrise Mall, Massapequa
- Long Island Rail Road Farmingdale Station (south side)

For travel between Nassau and Suffolk Counties, call Able-Ride at (516)228-4000 to reserve trips.

For trips wholly within Suffolk County, call Suffolk County Accessible Transportation Services-SCAT at (631)738.1150.



**Transfer customers are required to pay both fares.**

## **WESTBOUND TRAVEL**

You may travel to points West of Nassau County and locations in the New York City area, customers can transfer to an MTA Access-A-Ride at the following location:

- Green Acres Mall (main entrance-south side at J.C. Penney) in Valley Stream
- North Shore Long Island Jewish Hospital in New Hyde Park (450 Lakeville Road, Building B)

For travel between Nassau and Queens Counties, call Able-Ride at (516)228.4000 and MTA Access-A-Ride (877)337. 2017 to reserve these trips.

Able-Ride does not service the following areas: Syosset, Bayville, Oyster Bay, Lido Beach, Point Lookout, Locust Valley and Sands Point. Able-Ride provides partial service in the following areas: Valley Stream, Woodmere, Old Bethpage, Hicksville, Long Beach, Glen Cove and Lawrence.



## Customer Bill of Rights

As an Able-Ride customer, you have a right to:

- Expect an on time pick-up within a 30-minute window.
- Safe and timely transportation between travel points.
- Be treated with courtesy and respect.
- Travel in a clean, well-maintained vehicle.
- Expect any concerns or complaints to be investigate, addressed, and resolved.
- Have calls answered promptly and courteously.
- All personal mobility assistance devices should be maintained in good condition and be able to operate without driver intervention.
- Ensure ramps, sidewalks, and walkways are properly maintained and clear of debris, snow and ice.
- Wear required safety vehicle restraints at all times during transport.
- Maintain control over service animals at all times.



## **Customer Bill of Rights**

- Cancel reservations two or more hours before the scheduled pick-up.
- Do not eat, drink or smoke in an Able-Ride vehicle.
- Maintain good personal hygiene.
- Do not engage in disruptive or abusive behavior.
- Maintain up-to-date personal information such as: emergency contact, home address, appointment addresses, phone numbers of the locations you travel to and from and the types of mobility aids used to assist you traveling.

## **Customer Responsibilities**

- At the start of pick-up window be ready and attentive for your bus arrival throughout the 30 minute window.
- Present your valid Able-Ride ID card to the driver before boarding the vehicle.
- Have your exact fare ready before boarding the vehicle. (Driver CANNOT make change)
- Treat drivers, other passengers and Able-Ride staff with respect.



## Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. [http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

The term “service animal” and the service animal provisions in the Department’s new regulations state:

- Beginning on March 15, 2011, **only dogs** are recognized as service animals under titles II and III of the ADA.
- Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. **Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.**





- Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- When it is **not** obvious what service an animal provides, the operator may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Operators will not under any circumstances ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Service animals may not occupy a seat and should sit at the feet of their owner and remain under their control at all times.



## **Fare Payment Policy**

Full and exact payment of Able-Ride fares is required for all trips. Payment should be presented in exact change, before a customer or their PCA and/or companion board the vehicle. We do not accept personal checks or round trip fares.

**The reservations agent will inform you of your total fare at the time you book your trip.**

The one-way fare is \$3.75 for registered customers and guests. If you are certified as requiring a Personal Care Attendant (PCA) to accompany you, the PCA will ride at no extra charge. You can pay cash (exact fare only) or use trip tickets that you purchase in advance.

To obtain an Able-Ride ticket book order form call Able-Ride at (516)228.4000. For customers who are deaf or hard of hearing, please use your preferred relay service provider, the free 711 relay or our TTY line at (516)228.4002.



## **Able-Ride Telephone Numbers**

All calls are answered in the order in which they are received. Once you have selected your option, please stay on the line.

### **Main Phone Numbers**

**Able-Ride - (516)228.4000**

**TTY - (516)228.4002**

## **How and When to Schedule a Trip**

You can arrange for an Able-Ride trip up to seven days in advance by calling Able-Ride at (516)228.4000, weekdays, Saturday and Sunday, 8:30 am to 5 pm. For customers who are deaf or hard of hearing, please use your preferred relay service provider, the free 711 relay or our TTY line (516)228.4002.

**ABLE-RIDE DOES NOT PROVIDE  
SAME-DAY SERVICE.**

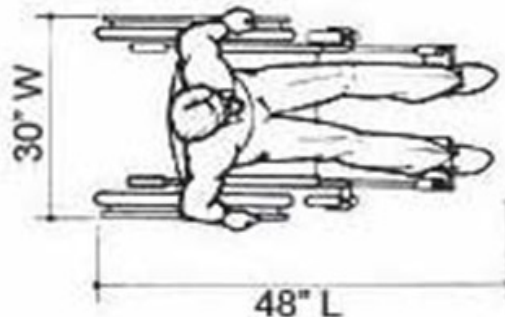


**Please have the following information ready  
for both the pick-up and return trips:**

- Name and Able-Ride client ID available (former MTA ID numbers are not valid).
- Pick-up address (number and street name), including the nearest cross street, if applicable, name of business or medical facility.
- Your requested pick-up time.
- Drop-off address (number and street name), the nearest cross street, if applicable, name of business or medical facility, along with specific entrance location.
- A destination phone number or cell phone number should we need to contact you regarding your return trip.
- If you are traveling with a personal care attendant (PCA), mobility aid, companion, service animal or a child, please also notify the reservations agent if your PCA/companion will be travelling with a mobility aid.
- If traveling with a child, you are required to provide your own child seat. All **children** under the age of eight and weighing less than 80 pounds must be secured in a child restraint system or booster seat. **If you do not provide a child seat your trip cannot be taken.**



- ADA eligible customers are entitled to travel with at least one **companion**. To ensure seating capacity for ADA eligible customers, their PCA and at least one companion, Able-Ride reserves the right to limit additional companions on a space available basis. During peak weekday travel periods you may be restricted to no more than one companion.
- Able-Ride weekday peak periods are from 8:00 am 11:00 am and 2:00 pm to 7:00 pm.
- We cannot accept "will call" return times.
- Able-Ride vehicles can accommodate mobility devices that fit in the securement area (30" x 48") and do not obstruct the aisle. The lift can accommodate a combined weight (user and mobility device) of up to 600 pounds.





**Please have the following information ready for both the pick-up and return trips:**

- Be prepared to give the reservation agent the **exact addresses of your pick-up and drop-off locations, and all applicable phone numbers of your destination locations.** Having the phone numbers of your destinations will assist us in attempting to communicate with you if you are not ready at your appointment time. If the pick-up/destination has more than one door or entrance, be ready to **specify which entrance and be sure to include the nearest cross street or landmark.**
- Please alert us to any special instructions that may be necessary to assist with your pick-up or drop-off.
- Register your cell phone with Able-Ride so we can contact you in the event of a service change.
- All trips are treated with equal priority.



The reservationist will tell you while you are on the telephone whether or not your trip request can be accommodated. If Able-Ride is unable to provide a trip at the time you requested, the agent will help you select another time within one hour of your originally requested time.

### **Visitors**

Out of state visitors may use Able-Ride for up to 21 days (max), may be taken in parts but completed within a 365-day period, starting from the day of your first trip. Please call reservations at (516)228.4000 to reserve your trip.

If you are already certified under another local ADA paratransit provider in your area of residence, please contact them and request they send over your eligibility verification to Able-Ride at Fax (516)228.9553 or via email to [careen.rhodes@veoliatransdev.com](mailto:careen.rhodes@veoliatransdev.com)



**Information for visitor status must contain the following:**

- Full name and address
- Phone number
- Paratransit ID number and date of expiration
- Type of disability
- Any aids used such as: service animal, wheelchair, walker, etc.
- If you are authorized to travel with a personal care attendant PCA.

Use of Able-Ride services for more than 21 days in a 365-day period, will require you to complete the formal application process for continued use of Able-Ride services.

If you do not have a local paratransit provider in your area of residence, we will need you to have your healthcare provider submit a certification of your disability, outlining the information as indicated above (except: paratransit ID).

Please contact:

**NICE /Able-Ride**  
Certification Department  
947 Stewart Avenue  
Garden City, NY 11530  
(516)228.4000 / TTY (516)228.4002  
Fax: (516)228.9553





## Points to Remember When Scheduling a Trip

- Arrange your return trip at the same time you make a reservation for pick-up.
- If you need to arrive at your destination no later than a specific time, please tell the reservation agent you would like to book your trip by appointment time.
- Please provide a telephone number at which you may be reached at all times.
- Able-Ride **does not** provide vehicle choice.

## Trip Confirmation

After your reservation has been completed, the agent will read back your trip itinerary. Please listen carefully to ensure your trip is scheduled properly.

It is necessary to know and have your **client ID number** accessible when requested, this is the number you will be asked to provide if there is a problem with your scheduled trip or if you need to modify or cancel your reservation.



## How to Cancel a Trip

Customers are expected to cancel trips at least **two hours** before the beginning of their pick-up window. Trips not cancelled within two hours are subject to the no-show late cancellation policy. You may cancel a trip by doing one of the following:

- **Call a reservation agent** 7 days a week, 8:30 am to 5:00 pm. (516)228.4000  
TTY (516)228.4002

## Able-Ride Subscription Trips

If you travel to and/or from the same location at the same time at least twice a week, you may request Subscription Service. This service allows you to make regular trips without telephoning to reserve or confirm trips unless there is a change or cancellation. Subscription Service is subject to availability.

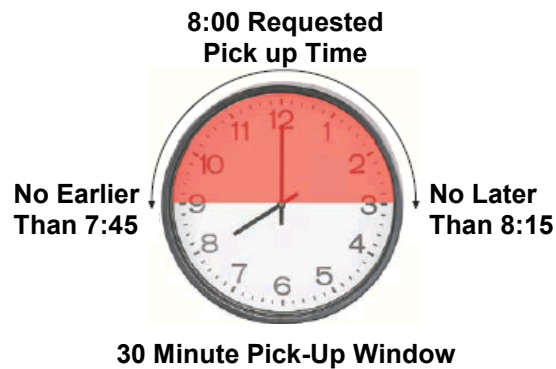


Call Able-Ride at (516)228.4000 to request subscription service.

For customers who are deaf or hard of hearing, please use your preferred relay service provider, the free 711 relay or our TTY line (516)228.4002.

### **You're Pick-Up Window and When to Be Ready**

Able-Ride schedules pick-ups within a 30-minute pick-up window to allow for traffic and other delays. Instead of giving you an exact time, we'll give you a 30-minute window period for our arrival. For example, if you ask to be picked up at 8:00 am, your ride will be scheduled to arrive between 7:45 am and 8:15 am.





Be ready at the beginning of the pick-up window. For example, if your pick-up window begins at 7:45 am, be ready at 7:45 am.

When your driver arrives, he or she is **only required to wait five minutes** into the pick-up window. For example, if your pick-up window is from 7:45 am to 8:15 am and the driver arrives at 7:45 am or earlier, you must present yourself for boarding by 7:50 am.

You are not required to board the vehicle until the pick-up window begins, but you may board the vehicle early if you wish. Able-Ride drivers carry ID badges. If you ever doubt your driver's identity, call Able-Ride at (516)228.4000.

### **Vehicle Wait Time and Customer No-Shows**

Drivers are obligated to wait for customers five minutes from arrival within the pick-up window at the pick-up location.



If a customer has failed to present themselves within the five minute time frame, dispatch personnel will then verify that the driver is at the correct location and make a good faith effort to call the customer before authorizing the driver to proceed to the next destination.

If the customer can be reached and becomes available for boarding while the driver is still on site during this process, the driver will return to the door to assist the customer. Customers who are not ready for boarding upon the driver's arrival and are still not present at the end of the five minute waiting period, will be considered a "No-Show" and will be subject to the terms and conditions of the Able-Ride Late Cancellation and No-Show Policy as described on the next few pages:



## Early Cancellation

A cancellation is considered "Early" when customers have made notification 2 hours or more in advance of their scheduled pick-up time, for which No Penalty is assessed.

For example:

If your pick up is 10:00 AM you must call to cancel before 8:00 AM.

## Late Cancellation

Your trip is considered a "**late cancellation**" if you notify Able-Ride more than 90 minutes, but less than 2 hours before your scheduled pick-up time. Accumulation of a significant amount of late cancellations in proportion to your frequency of trips, may subject you to suspension (please consult suspensions in this guide).

For Example:

If your pick up is scheduled for 10:00 but you don't call to cancel until after 8:01 AM, you will be credited with a late cancellation.



## No-Show

Your trip is considered a “**No-Show**” if:

- You **FAIL** to notify Able-Ride at least 90 minutes before your scheduled pick-up time.

or

- You **FAIL** to board the vehicle before expiration of the five minute wait time. This is also referred to as a “no-show” at the door.

Accumulation of a significant amount of no-shows in proportion to your frequency of trips, may subject you to suspension (please consult suspensions in this guide).

**NOTE:** If you no-show or late cancel because of circumstances beyond your control, please call Able-Ride at (516)228.4000 to explain the circumstance and request the removal of the late cancellation or no-show.



## Service Suspensions

In conformance with our late cancellations and No-show policy, customers may receive warning letters and or both suspension letters, depending on the order of the late cancellations and no-show occurrences. Able-Ride retains records on customer compliance with this policy and will grant a customer a copy of all such occurrences should they dispute the accuracy. Customers **MUST** contact Able-Ride and file a dispute to a no-show occurrence within 48hrs, or the occurrence will stand as accurate and cannot be disputed at a later date. Please call reservations (516)228.4000 during the hours of 8:30 am – 5:00 pm, 7 days a week.

If you feel the violation is incorrect you may request an appeal to dispute the no-shows that caused this suspension. This information is explained in more detail in the suspension letter that you will receive.





## Service Suspension

Prior to sending a suspension letter, Able-Ride will review all no-shows and late cancellations to ensure that the process was followed properly and an accurate count is represented. Any no-show or late cancellation that is found to be in error will be removed from the customer's account.

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests must be filed in writing, as indicated by the instructions on the letter. If you fail to appeal prior to the deadline, your Able-Ride service will be suspended on the date listed on your Able-Ride Service Suspension Notice. A copy of the appeal process will be sent to you with your suspension letter.



## Able-Ride Photo ID Cards

Customers must carry their Able-Ride issued photo ID cards with them when traveling on our service. **You will be required to present your Able-Ride ID card whenever you board an Able-Ride vehicle.** It is the responsibility of NICE Able-Ride to protect the rights and security of our customers by preventing misuse of the system.

### What You Need to Know

- You are required to present your Able-Ride ID card before boarding all Able-Ride vehicles.
- Able-Ride ID card is issued only to the person named on the card, and allows you to travel aboard Able-Ride vehicles along with one Personal Care Assistant (PCA) who may accompany you free of charge.



## What You Need to Know

- Able-Ride ID card is not transferable. It is a violation of Able-Ride policy to give or lend your Able-Ride ID card to anyone.
- Misuse, alteration or counterfeiting of your Able-Ride ID card is a violation of Able-Ride policy and will be considered as theft of service, subject to applicable criminal penalties under New York State laws and Nassau County Statutes.
- If you lose your Able-Ride ID card or if it is stolen, you must report the loss immediately by calling (516)228.4000 / TTY (516)228.4002.
- A fee of \$5.00 will be assessed for each replacement ID card.



## Driver Assistance for Customers

- Driver may allow customers to hold the driver's arm for balance.
- Driver may assist in carrying only up to 2 packages for the customer, not to exceed 15 pounds, and capable of being transported in a single trip to the door.
- Driver will escort the customer on/off the vehicle, operate vehicle lift if required, and ensure proper securement of the customer (including seatbelt securement) and mobility devices.
- It is important to note that the driver is not a personal care assistant and is not permitted to provide assistance beyond what is outlined in this guide. Customers are responsible for making arrangements for any additional assistance.



## If You Need Additional Assistance

Depending on the nature and severity of the disability, a customer may require additional assistance from a PCA. Customers who cannot travel safely or comfortably without being accompanied by or met by a PCA must understand that Able-Ride drivers cannot fulfill PCA duties.

Some duties that may be performed by a PCA and **NOT** by an Able-Ride driver include but are not limited to:

- Assisting a customer in removing a jacket and/or repositioning in a wheelchair.
- Assisting a customer with changing oxygen canisters.
- Staying with a customer who cannot be left unattended at the destination.
- Staying with customers who cannot be left unattended for a brief time while on a Able-Ride vehicle without risk to themselves or others.
- Assisting a customer who travels with a service animal but cannot board or disembark that animal from the vehicle without assistance.



### **Able-Ride drivers are strictly prohibited from:**

- Entering/unlocking or opening a customer's private residence at any time.
- Assisting a customer using a wheelchair up or down steps or curbs, **above and beyond "Origin to Destination" service as mandated by ADA regulations.**
- Operate any life support equipment.
- Waiting along with customers at their destination.
- Handling any service animal.
- Operating the controls of an electronically operated mobility device.

### **What You May Bring with You**

Life support equipment such as: respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Passengers are only permitted to bring 2 onboard packages, 15lbs or less, that can be transported to the vehicle in a single trip. Packages must not interfere with egress or the comfortable seating of other passengers.





## **Companions**

Customers may travel with one PCA for free. ALL Companions are subject to pay the applicable fare and only one companion is allowed to ride with a client, additional companions will be allowed ONLY on a space available basis at the discretion of Able-Ride Dispatch. To take advantage of this benefit you must make this request when booking your reservation. Be sure to notify the reservations agent if a companion will ride with you and if your companion uses a wheelchair or scooter. Companions, including children age six and older, must pay the full fare. PCAs traveling with certified customers ride for free.

## **Service Animals**

You may travel with a service animal, such as a guide dog. Be sure to tell the reservation agent when scheduling your trip that you will be traveling with a service animal. There is no fee to bring your service animal on your trip.



## Able-Ride Vehicles

Able-Ride has lift-equipped vans and a limited number of sedans. Our affiliated partnership with SuperShuttle van service is also used for Able-Ride service. Able-Ride does not accommodate requests for specific vehicle types, including sedan only requests. Accessible vehicles may be used to transport customers with wheelchairs, scooters or ambulatory customers who may or may not require a lift to board a vehicle.

Able-Ride vans and lifts will hold wheelchairs and scooters up to 48" long x 30" wide that weigh no more than 600 pounds when occupied. **Mobility aids beyond these specifications might not be transportable. We reserve the right to refuse transport if deemed unsafe.** Please make sure that brakes and other parts on your wheelchair or mobility device are in good working order.





If you need assistance boarding the vehicle, the driver will assist you. All drivers are trained to operate a wheelchair lift and the mobility aid securement devices. Ambulatory customers utilizing the vehicle lift should use provided hand rails for safe boarding.

### **Direct Threat and Abusive Behavior**

If a report is made of any direct threats or abusive behavior, against any person(s) such as Able-Ride driver, other passengers or any Able-Ride employees, or any illegal conduct, your Able-Ride service may be suspended or terminated. Service suspensions may also result from abusive behaviors such as verbal assault, intentionally and repeat violations of Able-Ride policies.

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests must be filed in writing, by the deadline and per the instructions within the suspension/termination letter. A copy of the appeal process will be sent to you with your suspension letter.



## **Severe Weather or Hazardous Conditions**

During severe weather, icy or otherwise hazardous road conditions or emergency situations, Able-Ride may make service modifications. While Able-Ride may continue to operate during adverse weather conditions, there may be times when local road conditions prevent Able-Ride from reaching you.

In the event that transportation cannot be provided because of a weather emergency, service cancellation messages will be broadcast on radio stations WHLI 1100 AM, and WKJY 98.3 FM; and on television station News 12 - Long Island. You may also call Able-Ride at (516)228.4000 to cancel or confirm a ride/trip.

## **Lost and Found**

Able-Ride is not responsible for lost or stolen items. If you believe you have lost something on Able-Ride, please call reservations during our normal business hours.



## **Complaints, Commendations, and Suggestions**

Able-Ride employees are trained to provide safe, reliable, and courteous on-time service. We always want to hear from our customers whether it's a compliment, suggestion or complaint.

To file a complaint or commendation regarding your Able-Ride service, Please contact Able-Ride at (516)228.4000, [like us on Facebook @ NICE Able Ride](#) or write to us at:

**NICE / Able-Ride  
947 Stewart Avenue  
Garden City, NY 11530**

For customers who are deaf or hard of hearing, please use your preferred relay service provider or the free 711 relay.

Agents are available weekdays from  
8:30 am to 5:00 pm  
(516)228.4000 / TTY (516)228.4002