



# Riders Guide

2021





## ***Able-Ride***

947 Stewart Avenue  
Garden City, NY 11530

(516)228.4000  
(516)228.4002 TTY or 711  
(516)393.1553 Fax

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

Facebook@ NICE Able Ride



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## 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 bus due to disability. "Shared ride" means that multiple passengers may ride together in the same vehicle. We are **not** a medical transportation nor Ambulette.

NICE Able-Ride is Nassau County's complementary 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, personal care attendant (PCA) and companions (Guests).

We provide safe and efficient service throughout most of Nassau County with some exceptions. Transportation is offered in the same service areas and hours of operation based on the NICE fixed route bus service. Please be advised Able-Ride service area can possibly be affected when service changes are made on the fixed route bus system. Please call Able-Ride reservations to confirm if your desired points of travel are within our service area.

## Service Hours

Able-Ride service 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 fixed route bus service, Able-Ride service also will be unavailable. Able-Ride service will vary depending on your pick-up or destination area.

## Who is Eligible for Able-Ride Service and Appeals Process?

In compliance with the Americans with Disabilities Act of 1990 (ADA), NICE Able-Ride is a door-to-door shared ride service for eligible individuals who are prevented from accessing, boarding or riding the regular fixed route bus service. All riders must submit an application for approval to become certified to use the paratransit service. Those potential riders that are denied eligibility have the right to appeal and have their appeal heard. The appeal will be reviewed by a different person than determined original eligibility, and the rationale for the appeal decision will be provided in writing.



## 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. 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 begin the no-show process.

At public entrances, drivers will enter 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 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.

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 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 to advise them of the situation and ask to meet the vehicle at the curb or an appropriate safe accessible area.



## How to Apply

There are two parts to the Able-Ride application:

- Part (A) can be filled out by you or a designated representative such as a family member, friend or counselor.
- Part (B) must be filled out by a licensed health care professional such as a physician, psychiatrist, or social worker.

Both parts A and B must be filled out properly as instructed and submitted with a passport type photo in order to be considered for eligibility. We require original documents only, **no copies or faxes** will be accepted. Submission of photos not in accordance with Able-Ride policy will result in a delay of your application. We CANNOT accept any modified household photos. Failure to fill out the application in its entirety or submission of missing items or information will delay the application process.

All of the information provided on the application is evaluated as part of the eligibility determination process. Able-Ride may (at our discretion) request for you to come to our facility for an in-house assessment or 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,

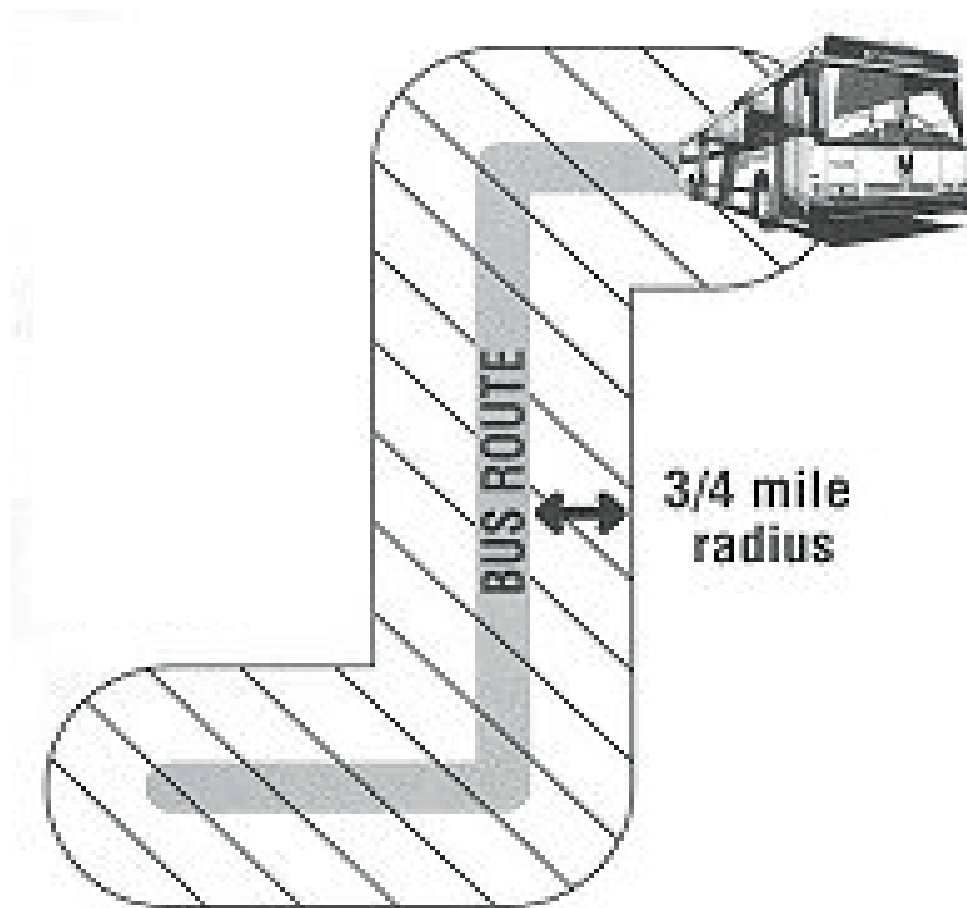
TTY(516)228.4002 or 711

or go to our web-site **www.nicebus.com** and download an application.



## What Areas Are Served?

Able-Ride provides trips that start and end within  $\frac{3}{4}$  of a mile of fixed route bus 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 **can-not** 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 bus service, which is operating at the time the customer wishes to travel.



## Transfers East and West of Nassau County

Able-Ride customers can also travel from Nassau County to points east and west using the following paratransit services: Suffolk County Accessible Transportation (SCAT) or New York City MTA (Access-A-Ride) paratransit systems.

### Eastbound Travel

You may travel to points east of Nassau County by transferring to Suffolk County Accessible Transportation (SCAT) at one of the following locations:

- **Walt Whitman Mall** – Huntington, NY
- **Sunrise Mall** – Massapequa, NY

For travel between Nassau and Suffolk counties call Able-Ride and our reservationist will coordinate your travel arrangements with SCAT:

- **Able-Ride** (516)228-4000
- **SCAT** (631)738-1150

### Westbound Travel

You may travel west of Nassau County to New York City (5 boroughs) by transferring to MTA Access-A-Ride at the following locations:

- **Green Acres Mall** (main entrance-south side at J.C. Penney) Valley Stream
- **Northwell Health** – 450 Lakeville Road, entrance D. New Hyde Park, NY

For travel westbound between Nassau County and New York City (5 boroughs) call:

MTA Access-A-Ride (877)337-2017

Able-Ride (516)228-4000

**Important - Please note transfer customers are required to pay fares in both jurisdictions.**

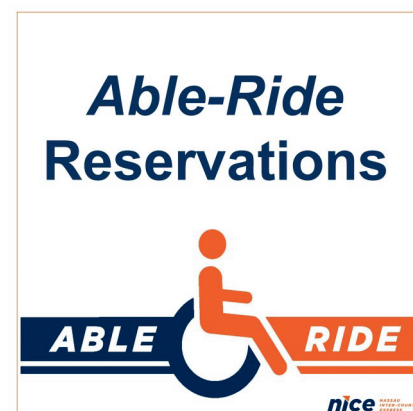




## Able-Ride Photo ID Cards

Customers must carry their Able-Ride issued photo ID cards with them when traveling on our service. To protect the rights and security 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 customers by preventing misuse of the system. 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. 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 consider as theft of service, subject to applicable criminal penalties under New York State laws and Nassau County Statues.

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 or 711.





## Service Hours

Able-Ride service 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. Able-Ride service will vary depending on your pick-up or destination area.

## FIXED ROUTE SCHEDULE

Since there is no fixed route bus at this time, there is no  
Able-Ride service available

WEST BURY Post Ave/ Rockland St	WEST BURY Privado/ Elison	GARDEN CITYNC College/ Erlo Blvd	GARDEN CITYRoose velt Field	HEN P ST EA DTransit Center	SOUTH HEN P ST EA DBaldw in/ Long Beach Road	BALDWING rand/ DeMott	BALDWING rand/ Merrick Rd	BALDWIN HARBORGr and Ave/ Atlantic Ave
A	B	C	D	E	F	G	H	I
-	-	-	-	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	-	-	-	-



## **Reasonable Modification Policy**

Effective July 13, 2015, transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. The process to be used in considering requests for reasonable modifications is described in 49 CFR 37.169.

Basic process requirements that must be met are:

- Information on the reasonable modification process must be readily available to the public, and must be accessible
- Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot
- Individuals requesting modifications are not required to use the term “reasonable modification”

### **Procedure**

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Passengers making requests are not required to use the term “reasonable modification.”

Requests should be made at least the day before but flexibility is required for on the spot requests. The Safety Director and or Operational Supervisor will review all requests and provide the determination. For on-the-spot requests, the driver should contact reservations or dispatch. Documentation will be maintained regarding the request and the resulting action taken.

To discuss a reasonable modification call Able-Ride:

(516)228.4000

TTY(516)228.4002 or 711

Please remember that your Safety is our main concern.



## **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.

## **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.
- All personal mobility 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.
- Cancel reservations two or more hours before the scheduled pick-up window.
- Shirts and shoes must be worn in all Able-Ride vehicles..
- Respect fellow riders and use earphones with radios and digital music players.
- 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 devices used to assist you traveling.



## 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. Or any special instructions that may be necessary to assist with your pick-up or drop-off.
- Your requested pick-up time or appointment 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 an approved personal care attendant (PCA), mobility device, companion, service animal or a child, please also notify the reservations agent if your PCA/companion (guest) will be travelling with a mobility device.
- 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 (guest). To ensure seating capacity for ADA eligible customers Able-Ride reserves the right to limit additional companions (guests) on a space available basis. During high demand travel periods you may be restricted to no more than one companion (guest).
- We cannot accept "will call" return times.
- Able-Ride vehicles can accommodate any mobility devices that that does not exceed the vehicle/Ramp specification or securement area capacities.
- 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. Trip reservations are denied ONLY If we are unable to schedule the requested pick up times within a 2 hour window. 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.
- Able-Ride trips should have travel times equal to or less than comparable fixed route travel times. In the case that rides are longer than the comparable fixed route travel time, this trip will be considered "excessively long" Able-Ride does its best to limit the booking of "excessively long" trips.
- Able-Ride does not provide vehicle choice.



## Trip Confirmation

After your reservation has been completed, the agent will read back your trip itinerary. Each trip will have a confirmation number which can be used to confirm or cancel your trip using the IVR system. 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.

## Visitors

Out of state visitors may use Able-Ride for up to 21 days within a 365-day period, starting from the day of your first trip. Please contact your local ADA paratransit provider in your area of, and request they send over your eligibility verification to Able-Ride. To send by fax: (516)393.1553 or please call Able-Ride reservations to send via email.

Note: If trips exceeds 21 days in a given 365 day period, visitors will be requested to submit a able ride application directly for continued ridership beyond the 21 days .

If you **do not** have a local paratransit provider in your area of residence, you will need to have your healthcare provider submit a certification of your disability, outlining the information as indicated below:

Information for visitor status must contain the following:

- Full name
- Home address
- Date of Birth
- Home phone and/or cell phone numbers
- Paratransit ID number
- Date of paratransit certification expiration
- Type of disability
- Any mobility devices used such as: service animal, wheelchair, walker, lift.
- If you are authorized to travel with a personal care attendant PCA.

Emergency contact Information can be sent to:

**NICE /Able-Ride, Attn: Certification Department**

947 Stewart Avenue, Garden City, NY 11530

Ph(516)228.4000 / TTY (516)228.4002 / Fax(516) 393.1553



## No-Show/Late Cancellation Policy

Able-Ride understands Clients may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following information explains Able-Ride no-show policy.

The **pickup window** is defined as fifteen (15) minutes before and fifteen (15) minutes after the negotiated pickup time. Clients must be ready to board a vehicle when it arrives within the pickup window. The driver will wait for a **maximum of five (5) minutes upon its arrival** for the rider to board.

A **no-show** occurs when the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes and the rider has still not present themselves for boarding. The vehicle will leave and a no-show appearance will be recorded.

A **late cancellation/Cancel at the Door** is defined as a cancellation made:

- **less than 2 hours** before the scheduled pickup window is a **Late Cancellation**.
- upon the vehicle's arrival within the pickup window and you **refuse to board** is a **Cancel at the Door**.

Able-Ride will NOT count a no-show, late cancellation or cancel at door for circumstances beyond a client's control which prevents them from notifying us in-advance that the trip cannot be taken. Certain circumstances such as a:

- Medical emergency or medical appointment that runs unexpectedly late ,
- Sudden illness
- Pickups scheduled at the wrong location



Any subsequent trips on the day of a recorded no show or late cancellation occurrence will not be automatically cancelled. It is the responsibility of the client to cancel all subsequent trips on that day or they will remain on the schedule. To avoid multiple no-show occurrences on the same day, clients must cancel any subsequent trips by calling the Able-Ride reservations center at 516-228-4000.

## **Suspension of Service**

Able-Ride will review all documented no-shows, late cancellations and cancel at the Door for verification pri-or to recording them in a client's account. A verified no-show, late cancellation or Cancel at the Door will counts as one penalty point. Clients will be subject to suspension after; (1) accumulating four penalty points in one calendar month, AND (2) have "no-showed", "late cancelled" or "cancel at door" at least ten (10) percent of those scheduled trips .

Both provision 1 & 2 must be met in before a suspension of service will take place.

Able-Ride will notify clients via phone, and mail a warning letter after they have accumulated three penalty points. Any subsequent violations result in the following suspensions:

- First violation - 7 day suspension
- Second violation – 14 day suspension
- Third violation – 21 day suspension
- Fourth and subsequent violations - 30 day suspension

All suspension notices will include a copy of this policy and how to appeal suspensions.

## **Disputing No-Shows or Late Cancellations**

Clients wishing to dispute specific no-shows, late cancellations or cancel at door must do so within forty-eight (48) hours of the occurrence. Clients should contact the Able-Ride reservations center at 516-228-4000, Monday through Sunday from 8:30 a.m. to 5:00 p.m. to explain the circumstances and request the removal of the no-show, late cancellation or cancel at door.

## **Appealing Proposed Suspensions**

Clients wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing. Clients can submit either a **written request**, email request to [latoya.pippins@transdev.com](mailto:latoya.pippins@transdev.com) or contact us via Latoya pippins at 516-296-4157 **within 60 days** of receiving suspension letters. Clients who miss the appeal request deadline will be suspended from **Able-Ride** services on the date listed on the suspension notice. Suspensions will begin on the first day after the expiration of the appeals deadline.





## Driver Assistance for Customers

- Driver **may allow** customers to hold the driver's arm for balance.
- Driver **may carry** 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, 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.

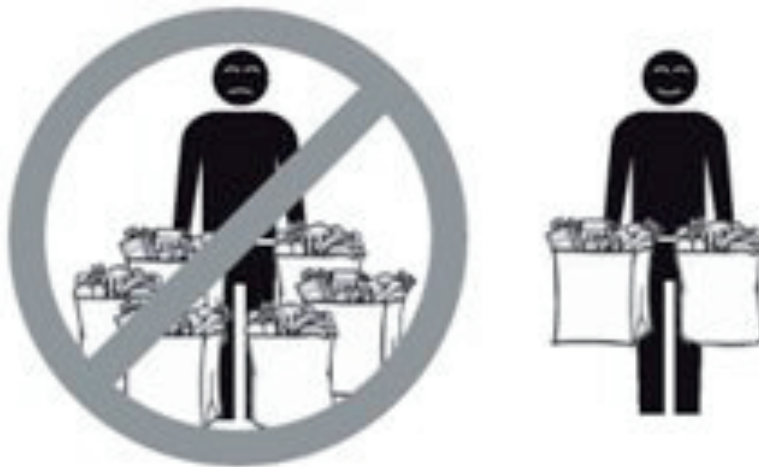
### ABLE RIDE OPERATORS ARE STRICTLY PROHIBITED FROM DOING THE FOLLOWING:

- Assisting a customer in removing a jacket and/or repositioning 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 can not board or disembark that animal from the vehicle without assistance.
- Entering/unlocking or opening a customer's private residence.
- Assisting a customer using a wheelchair up or down steps or curbs, above and beyond "door-to-door" service mandated by ADA regulations.
- Operate any life support equipment.
- Operation 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.



## Companions

Customers may travel with one Personal Care Attendant (PCA) for free. ALL Companions (guests) are subject to pay the applicable fare at the time of boarding. When booking a reservation with multiple companions, please be advised this will be based on space availability. Be sure to notify the reservations agent if a companion (guest) will ride with you and if your companion uses any mobility devices. Companions (guests), including children above 48 inches, must pay the full fare. Personal Care Attendants traveling with certified customers ride for free.



## **Service Animals**

The Department of Transportation (DOT) - Federal Transportation Administration (FTA) directs public transit providers to follow the DOT definition of a service animal as stipulated in the Code of Federal Regulation [CFR 49 Subtitle 49 Part 37.3].

The term “service animal” is defined as “Any guide animal, signal animal, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.” Service animals are animals that are “individually trained to work or perform tasks.” This training can be by an organization or by an individual, including the individual with a disability. Transit agencies are not required to transport animals that have not been individually trained to perform specific work or tasks. If an animal’s only function were to provide emotional support or comfort for the rider, for example, that animal would not fall under the regulatory training-based definition of a service animal.

Household pets are not allowed on any Able-Ride vehicles. Only service animals as described above will be allowed.

Transit agencies may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider’s control. Service animals must be under the users control at all times.

When it is not obvious what service an animal provides, the operator may ask two questions: (1) is the service animal required because of a disability, and (2) what work or task has the service animal 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 service animal, or ask that the service animal 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.



## **Severe Weather or Hazardous Conditions**

During severe weather, icy or otherwise hazardous road conditions or emergency situations, Able-Ride may make service modifications or suspend service entirely. 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.

## **Direct Threat and Abusive Behavior**

If a rider engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to others, their Able-Ride Service may be suspended or they can be subject to further discipline. Service suspension may also result from abusive behaviors such as verbal assault or intentional and repeat violations of Able-Ride policies. NICE Able-Ride understands that such behavior may occur due to involuntary behavior resulting from a disability and accordingly will evaluate each such potential suspension on a case-by-case basis.

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal requests can be filed in writing or by contacting latoya pippins at 516-296-4157 and/or by emailing at [latoya.pippins@transdev.com](mailto:latoya.pippins@transdev.com). A copy of the appeal process will be sent to you with your suspension letter.

## **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. If the item is found it will be properly logged and placed in Able-Ride's care. To pick up lost items please contact the reservation line to [schedule an appointment](#). Proper ID will be required to pick up any recovered items. Any unclaimed items will be discarded after 30 days.



## 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 (guests) 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 must have PCA permitted on your ID card. 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 (516)228.4000.**

Or Visit [NICEBUS.com](http://NICEBUS.com)

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.





### **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 you

### **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:

- 1) If you have e-mail address and internet access, use online cancel trip form to cancel a trip in advance:

<https://www.nicebus.com/Able-Ride/Able-Ride-Trip-Cancellation-Form-and-Policy>

or

Call a reservation agent 7 days a week / 8:30 am to 5:00 pm.

(516)228.4000

TTY (516)228.4002 or 711

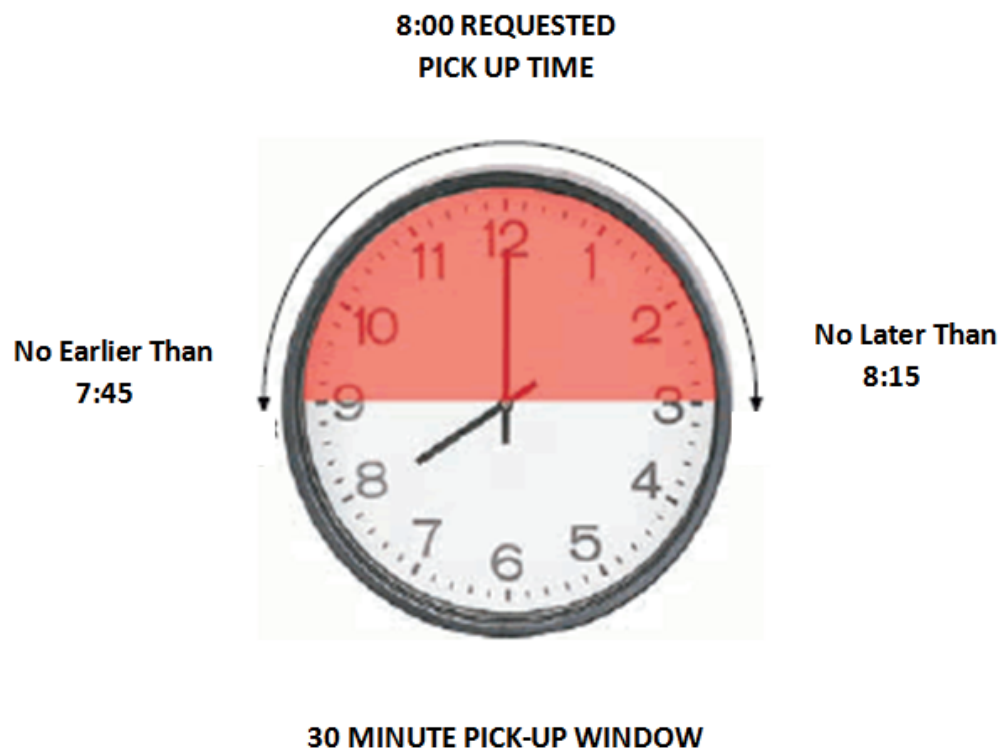


## **Able-Ride Subscription Trips**

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 calling to reserve or confirm trips unless there is a change or cancellation. Subscription Service is subject to availability.

### **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.





## **Your Pick Up**

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.

## **Cancellations**

Cancellations affect our ability to provide a trip opportunity to other riders. If you have scheduled a ride that you no longer need, please call Able-Ride dispatch or reservation department as soon as possible to cancel your ride. This will help free up space for others to ride and keep program costs down. You may cancel your trip by calling 516.228.4000, TTY 516.228.4002 or 711.

## **Late Cancellation**

Cancellations made in advance (2 hours or more) before your scheduled trip time, will be considered an advance-cancellation for which no-penalty is assessed. A cancellation is considered late if the cancellation is made less than two (2) hours before your scheduled trip time. Late cancellations are treated as a no-show and can result in suspension of service.





## 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. 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.

The ID is always given at no-charge when applying for able ride the first time or recertifying. There is a \$5.00 replacement fee for any ID cards after that.

**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 or 711**





## Able-Ride Vehicles

Able-Ride has lift-equipped vans and a limited number of sedans. Our affiliated partnership with Super Shuttle 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 vehicles requires to transport any mobility devices that not exceeds the vehicle/Ramp specification or the securement area capacities. **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 lift and the mobility aid securement devices. Ambulatory customers utilizing the vehicle lift should use provided hand rails for safe boarding.

## ADA Complaint and Procedures

Any person who believes that he/she has been discriminated against or denied full participation in transportation on the basis of disability by NICE Able-Ride may file an ADA complaint.

ADA complaints may be submitted to the ADA Complaint Officer as follows:

By Mail:

ADA Complaint Officer  
Latoya Pippins  
NICE Bus / Able-Ride  
700 Commercial Ave  
Garden City, NY 11530

By E-mail: [latoya.pippins@transdev.com](mailto:latoya.pippins@transdev.com)

By Phone: 516.296.4157



NICE Bus investigates all ADA complaints received within 90 days of the alleged incident. ADA complaints may be submitted to NICE Bus via completed online ADA Complaint Form, e-mail, phone, or US mail. The online complaint form can be accessed via the link provided below, or you may contact NICE Bus at (516) 296.4157 and request that a copy be mailed to you. Forms should be submitted to the attention of the ADA Complaint Officer at the address listed above.

Upon receipt of an ADA complaint, NICE Bus will review the submitted information and send the complainant an acknowledgement letter informing them whether or not the complaint will be investigated as an ADA complaint.

NICE Bus may require up to 30 calendar days to investigate a complaint. If additional information is required in order to resolve the complaint, NICE Bus may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the NICE Bus official investigating the complaint. If the NICE Bus investigator is not contacted by the complainant or does not receive the additional information within 10 business days, NICE Bus has the right to administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

Once the investigator has reviewed a complaint, they will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations stating that no ADA violation occurred and that the case will be closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action, additional training of staff members, or other action will occur. If the complainant wishes to appeal NICE Bus decision, they will have 10 business days from the date of the letter to do so.

Complaints may also be filed directly with the Federal Transit Administration at:  
Federal Transit Administration Headquarters  
Complaint Team  
1200 New Jersey Avenue S.E.  
Washington, DC, 20590

Phone Number: 202-366-4043

A printable version of the ADA Complaint Form is available in English and Spanish at [www.nicebus.com/passengerinfo/riding-with-a-disability](http://www.nicebus.com/passengerinfo/riding-with-a-disability)

**Note:** Complaints must include contact information.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by the nondiscrimination statutes NICE Bus enforces. Any individual alleging such harassment or intimidation may file a complaint with NICE Bus and/or the Federal Transit Administration and an investigation will be conducted.



## CONTACT US

Agents are available weekdays from 8:30 am to 5:00 pm. (516)228.4000 / TTY (516) 228.4002 or 711 For customers who are deaf or hard of hearing, please use your preferred relay service provider or the free 711 relay.