

## **Customer Responsibilities**

- Use Fixed-Route transportation when possible.
- Know the size and weight of your mobility device, with you in it, as well as whether or not your mobility aid is within ADA requirements.
- Comply with Schuyler County Transit's policies on securing wheelchairs and mobility devices.
- Request lap/shoulder belts and wheelchair securements for your wheelchair, if desired.
- Call Link-Line at 607.535.3555 for reservations, information, assistance, and pricing.
- If you are using fixed-route deviation, or Dial a Ride services, make a reservation by 5:00 PM the business day prior to your trip.
- Signal, or ask the driver, to stop the bus at desired designated stop before you get there.
- Keep service animals under control.
- Treat the driver, and other passengers, with courtesy and respect.

## **Transportation Link-Line Hours**

A Transportation Link-Line representative is available Monday - Friday, 9:00 AM - 5:00 PM.

## **Schuyler County Transit Hours**

Schuyler County Transit busses operate Monday - Friday. Please note that operating hours and scheduled times are subject to change.

## **Suggestions or Concerns:**

If you confront any difficulty in regards to Schuyler County Transit, have suggestions, comments, or concerns, please email [SchuylerCountyTransit@arcofcs.org](mailto:SchuylerCountyTransit@arcofcs.org) or call 607-535-3555.

## **Schuyler County Transit and Link-Line Offices:**

Schuyler County Human Services Complex, 323 Owego Street, Montour Falls, NY —and—  
203 12th Street, Watkins Glen, NY

607-535-3555

[www.SchuylerCountyTransit.org](http://www.SchuylerCountyTransit.org)  
 /TransportationLinkLine



Operated By:

**BUSINESS  
SERVICES DIVISION**

# **Schuyler County Transit**

• Making Connections •

## **Americans with Disabilities Act**

### **Important Information, Rights, and Responsibilities**

\*Schuyler County Transit's customer service calls are managed by Transportation Link-Line.

To learn about accessible public transportation, including para-transit services, please contact:



## What is the Americans with Disabilities Act (ADA)?

The Americans with Disabilities Act (ADA) of 1990 is a comprehensive civil rights law guaranteeing equal opportunity for people with disabilities in employment; public transportation; and public accommodations.

Under the ADA, all programs, activities, and services provided by state and local government, ***including public transportation***, are prohibited from discriminating on the basis of disability; regardless of whether the entities receive federal financial assistance.

For public transportation, this means that buses must be accessible to individuals with disabilities. If a passenger is unable to use the fixed-route service, Schuyler County Transit must offer a comparable paratransit service; and passengers or other individuals have the right to file complaints with the Department of Transportation (DOT), Schuyler County Transit, or to file a private lawsuit.

## Do you have a disability? Do you have places to go?

### ADA Gives You the Right to:

- Use any public bus system.
- Receive transportation route and service information in an accessible and usable form.
- Use a wheelchair or other mobility device to board a bus.
- Find all lifts and securement devices in good working order.
- Ride the bus seated in your wheelchair or mobility device.
- Have stops, major streets, and intersections announced along the route.
- Travel with a personal care attendant.
- Travel with a service animal.
- Travel with any necessary equipment and services.
- Receive courteous, respectful service, as well as ample time to get on and off the bus.

## You may request Paratransit Service if you are unable to use a Fixed-Route.

### Using ADA Paratransit Services:

- Paratransit eligibility is based on whether you can board, ride, or disembark from an accessible vehicle.
- Paratransit is a shared ride service. Be prepared for other stops and passengers.
- Paratransit services may be provided via route deviations on the fixed-route service.

