

## What is *RideConnect*?

*RideConnect* is an information and referral service that provides transportation options for older adults, those with disabilities and home health care workers in Northern Westchester. To find out more about the program call (914) 708-6487.



## How does *RideConnect* work?

Older adults, individuals with disabilities and home health care workers in numerous towns in Northern Westchester can call *RideConnect* at (914) 242-7433 to talk with a transportation counselor about their transportation needs. *RideConnect's* extensive database of providers will include taxis/limousines, municipal/town services, home health workers and volunteer/church transportation services. Staff members serve as personal assistants and direct callers to the fastest, most cost-effective transportation option that will meet their needs.

## What towns are served by *RideConnect*?

Transportation providers will be based primarily in seven towns in Northern Westchester: Bedford, Lewisboro, Mount Kisco, Pound Ridge, North Salem, North Castle and Somers but anyone living in Westchester can contact *RideConnect*.

## Are there restrictions on the types of destinations served by *RideConnect*?

No, callers can choose to ride anywhere: the hairdresser's, shopping, cultural events or doctors' appointments. *RideConnect's* transportation counselors will find the provider who will best suit any caller's transportation needs.

## Can transportation be arranged to destinations outside the towns served?

Yes, each provider has their own area that they serve and *RideConnect's* transportation counselors will know what distances the companies travel. Transportation counselors can work with callers to find the right provider to meet their individual needs. Residents in surrounding towns can also call the *RideConnect* number to see if there is a provider that can take them to their destination.

## Is there a fee for using *RideConnect*?

No, it is completely free to use *RideConnect*. Unlike other transportation providers, *RideConnect* does not make users join a club or become a member to use its services. In addition, if there is a free volunteer transportation provider willing to take a caller to his destination, there is no additional fee applied by *RideConnect*. Callers who use *RideConnect* will only pay the fare charged by the transportation provider.

## What are the hours of operation for *RideConnect*?

The *RideConnect* call center will be staffed from Monday to Friday from 9am to 5pm. Some transportation providers will operate 24 hours a day, seven days a week so pick-ups or drop-offs can be arranged beforehand to accommodate callers. In addition, the *RideConnect* website is available 24 hours a day, seven days a week.

