

## ACCESSIBILITY INFORMATION

All buses are equipped with wheelchair lifts. Lifts have either 750 lbs. or 1000 lbs. weight limits so please discuss need when you call to set up a ride.

Reasonable modifications may be requested by a disabled person.

It is suggested you speak with Dispatch ahead of time about this so the driver can be made aware.



**Wheelchair Accessible**

Franklin County Public Transportation is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or be subjected to discrimination in the receipt of its services on the grounds of race, color, national origin, disability, sexual orientation or other protected status as protected by Title VI of the Civil Rights Act of 1964 ("Title VI").

To request additional information about Title VI, to have this information translated or if you believe you have been subjected to discrimination and would like to submit a written complaint, you may contact us at the address below. You can also file a complaint with the Federal Transit Administration and NYS Dept. of Transportation.

Franklin County Highway Superintendent  
14981 State Rt. 30  
Malone, New York 12953

## WHERE WE GO:

**Adirondack region (Paul Smith's,  
Lake Placid, Saranac Lake)**

**Malone**

**Chateaugay/Burke**

**Ft. Covington**

**Plattsburgh**

**Saranac Lake**

**Tupper Lake**

**St. Regis Falls**

## FARES:

<b>Base fare</b>	<b>\$3.00</b>
<b>Discount</b>	<b>\$2.00</b>
<b>ADK/Platts. Commuter</b>	<b>\$4.00</b>
<b>Malone to Lake Placid</b>	<b>\$4.00</b>
<b>Lake Placid to Malone</b>	<b>\$4.00</b>
<b>Paul Smiths to Lake Placid</b>	<b>\$3.00</b>
<b>Lake Placid to Paul Smiths</b>	<b>\$3.00</b>

## FOR INFORMATION AND RESERVATIONS:

**To set up a ride, cancel a ride, check for weather delays or obtain schedule information, call Dispatch at 518-483-9000 between the hours of 6:30 AM-3:45 PM Monday to Friday.**

**For general information, call the business office at 518-481-1509 between 8 AM-4 PM Monday to Friday.**

# How To Use Franklin County Public Transportation



## A Bus Rider's Guide

**Anyone can ride!**

## How to Use Franklin County Public Transportation

**We thank you for choosing Franklin County Public Transportation for your travel in and around the area. Here's some helpful information to make your trip a more pleasant experience.**

### **Bus service and schedule information:**

Visit <http://franklincony.gov> (choose “Departments” at the top then click on “Transportation”) or <http://franklinrides.com> to find information and schedules to meet your needs. Copies are available at our office on 14981 State Rt. 30, Malone or in the lobby of the Courthouse at 355 W. Main St., Malone.

### **Where to purchase bus passes:**

Bus passes can be purchased at our business office at 14981 State Rt. 30 Malone, NY. Call Dispatch at 518-483-9000 if you need a large number of passes to confirm we have sufficient supply on hand.

### **Routes/Holidays:**

ADK route—7 days a week (no service on Christmas)  
Chateaugay/Burke—Mon.-Fri. (no service on all County observed holidays)  
Ft. Covington—Mon. – Fri. (no service on all County observed holidays)  
Malone Demand Shuttle—Mon. – Sat. (no service on all County observed holidays)  
Saranac Lake Demand—Mon.-Fri. (no service on all County observed holidays)  
St. Regis Falls—Mon.-Fri. (no service on all County observed holidays)  
Tupper Lake Shuttle—Mon.-Fri. (no service on all County observed holidays)  
Plattsburgh Combined Commuter (Moldrite/Salerno)—7 days a week (no service on Christmas)  
\*\*\*Some routes allow deviation up to 3/4 of a mile for pick ups/drop-offs with 24 hours notice\*\*\*

### **Bus rules:**

- \*NO shouting, foul language, throwing things, shoving, fighting or aggressive behavior
- \*NO smoking/tobacco products including E-cigarettes
  - \*NO littering
  - \*NO eating or drinking
- \*NO weapons, fireworks, toxic or flammable substances
  - \*NO putting feet on the seats
- \*NO audio devices unless earphones are used
- \*Cell phones must be turned off or set on vibrate
- \*Groceries/bags must either fit on your lap or directly at your feet.

### **Drivers have the right to refuse service to intoxicated or problematic persons.**

**Service animals:** Under USDOT ADA regulations, service animals that perform tasks for an individual with a disability are allowed to ride the bus as long as they are kept under control by leash or in a carrier. “Emotional support” or “therapy” animals are **NOT** considered service animals under this regulation.

### **How to use the bus:**

- Arrive at the bus stop or pickup location at least 5 minutes prior to the scheduled bus departure time.
- When the bus has come to a full stop, board the bus carefully using handrails. If you require further assistance, or if you have an impairment that requires that your stop be announced, let the driver know at this time. We're here to help.
- Tell the driver your destination and pay with a bus pass or exact fare.
- Please hold young children securely by the hand at all times.
- Please take a seat saving the front seats for seniors and disabled.
- Wait for the bus to come to a complete stop before leaving your seat to exit.