Eastside GW B Bus Service

If you are a regular commuter and you purchase 10, 40 or 50 trip tickets to Washingtonville, you are eligible for “Guaranteed Ride Home” from Monroe to Washingtonville, and intermediate points, if you need to offer regular service to Washingtonville from the Port Authority, you simply contact the sales department and we notify Monroe Taxi that you will need transportation to Washingtonville. They will meet the Monroe leave early for medical or family emergencies. Because we no longer schedule you are arriving on and complete your trip. You may ride any of the following schedules from Port Authority: 10:45 am, 12:10 pm, 1:15 pm or 2:00 pm.

This service is available Monday through Friday when the regular Eastside service is operating. If you have questions or to make reservations, contact the sales department at 1-800-631-8405 x2642.

Fare Policy and Ticket Refunds

Except in the case of job loss, cash refunds will no longer be allowed on commutation tickets. In the event of illness, business travel or vacation, unused tickets may be returned for credit toward the purchase of additional commuter tickets by using the commutation credit voucher. A letter stating the reason for returning tickets with the actual tickets must be mailed within fifteen (15) days after the last date of possible use to ShortLine, 66 Tetz Road, Chester, NY 10918, to Attention: REFUND DEPT. A personal voucher will be issued and mailed. Only one credit voucher may be redeemed at one time against the purchase of another commuter book of tickets.

Commuter Ticket Policy

• 10 Trips (Good for 20 days): No Credit, No Refund
• 40 Trips (Good for 40 days): Up to 10 tickets may be returned for credit (if turned in 15 days after last date valid)
• 50 Trips (Good for 90 days): May be shared by family members, No Credit, No Refund
• One Way (Good for 30 days): Refundable up to 90 days after last date of possible use
• Round Trip (Good for 120 days): Refundable up to 90 days after last date of possible use

A 10% Service Charge will be deducted on all refunds.

Reduced Fare Program Sponsored by NJ Transit

A reduced fare program is available for customers with disabilities and persons 62 years of age or older who possess a valid New Jersey Transit reduced fare identification Card of Medicare Card and the proper reduced fare ticket.

Holiday Service

Holiday schedule will be operated on New Year’s Day, President’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

Free Park & Ride Locations

Monroe and Central Valley

Customers with Disabilities

ShortLine/Coach USA is committed to providing accessible transportation service to customers with special requirements and does not discriminate on the basis of disability. We welcome all customers on ShortLine/Coach USA and can provide assistance to those with walking difficulties, those who normally use wheelchairs or scooters, and customers with service animals and breathing aids, among others.

Additional Information

Whenever one of our buses makes an intermediate or rest stop, a customer with a disability is permitted to leave and return to the bus in the same manner as any other customer. If you are a disabled customer traveling on a bus without a handicap accessible restroom making an express run of three hours or more without a rest stop, and you are unable to use the inaccessible restroom, you may request an unscheduled rest stop.

Non-Discrimination Policy

Hudson Transit Lines, Inc. is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. No person or group of persons shall be discriminated against with regards to the routing, scheduling, or quality of transportation service on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, or wishing to obtain additional information regarding Hudson Transit Lines, Inc.’s Title VI obligations, may file a complaint or inquiry in writing to Hudson Transit Lines Inc., 66 Tetz Road, Chester, NY 10918 or visit www.shortlinebus.com. A complaint must be filed within 180 days of the alleged discrimination.