You Can Ride Handi-Ride If:

- You live within ¾ mile of a Shuttle Bus route and you have a disabling condition that prevents you from using the Shuttle Bus to travel to your destination.

- If you are elderly (over 65) or you are disabled as above and live in the Huntsville City Limits but not close to the Shuttle Bus routes, you are eligible to ride on a limited basis. **East** of the ADA area on Monday, Wednesday's & Friday's, **West** of the ADA Area on Tuesday's & Thursday's. Three pickup times 9:00 A.M., 12:00 P.M. & 2:30 P.M. This service is dependent upon space availability. Call the office for more specific details.

In order to schedule a Handi-Ride trip you must have a completed application on file. This process may take up to 21 days on receipt of your application.

Call 256-427-6857 for more information or to have an application sent to you.

Handi Ride

A Public Transportation

Service for

Persons with Disabilities

handi-ride@huntsvilleal.gov

256-427-6857

1-800-548-2546 (TTY)

1-800-548-2547 (Voice)

Handi Ride

256-427-6857

handi-ride@huntsvilleal.gov

HOW TO USE *Handi - Ride*

- Handi-Ride operates Monday through Friday except on certain City Holidays, between 5:00 A.M. and 6:51 P.M. In addition Handi-Ride operates 1) In the UAH area until 10:15 p.m. on Friday evenings and, 2) In the core area of downtown, on Friday and Saturday evenings from 5:00 p.m. until midnight free of charge.
- To schedule a ride contact Handi-Ride by e-mail at handi-ride@huntsvilleal.gov or by telephone at **256-427-6857,** between 7:00 A.M. and 5:00 P.M. if possible. If you call after 5:00 P.M. or on the weekend, leave a message on the answering machine. We will call you back.
- Give us as much notice as possible. You may schedule up to thirty days in advance.
- It takes 1 ticket per trip to ride. Tickets cost $2.00 each. You can purchase tickets in our office or by mail. Call 256-427-6811 for more information.

Handi-Ride is a door to door service. The driver will assist you to the van **from the entrance** of your house or building, the driver will also assist you from the van to **the entrance of the building** to which you are traveling if needed.

Drivers are not permitted to enter any house, apartment or building!

If you need help past the building entrance, bring an escort with you.

- One PCA (person traveling with you to help you to and from the van and around inside the building once you arrive) may travel with you free of charge. Tell the dispatcher when you schedule if you will have an escort with you.
- After arriving to pick you up, the driver can wait only five (5) minutes. After 5 minutes if you are not ready to go he or she will have to continue to the next person and your trip will be lost. Your trip will be counted as a "NO SHOW".
- You can cancel a trip any time up to two (2) hours before your scheduled appointment. Failure to do so may result in your trip being counted as a "NO SHOW".
- An on time cancellation avoids a "NO SHOW".
- A client who has three (3) no-shows in a one month period and a frequency rate for no-shows of greater than seven (7) % during the past (12) months will be considered to have exhibited a pattern or practice of missing scheduled trips or making late cancellations this may result in his or her Handi-Ride service being suspended.
- When you are ready to return, call **256-427-6857.** A van will come for you within an hour of your call.
- You will find the HANDI-RIDE drivers are safe, courteous and helpful. If you have a compliment, comment or question, call us.

PLEASE REMEMBER THE FOLLOWING RULES!

- Drivers are not permitted to move wheelchairs up or down steps of any kind. If there is not a ramp for your wheelchair, have someone with you who is able to move your chair up or down the steps.
- Drivers are not permitted to assist with large numbers of packages or grocery bags. Do not bring on board more than you can carry and hold in your lap during your trip.
- Drivers are required to collect a ticket for your trip. Please help by having your ticket ready when you board.