

## SERVICE INFORMATION

According to the Americans with Disabilities Act (**ADA**) “a person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activity such as: breathing, seeing, hearing, walking, speaking, caring for oneself, learning, or performing manual tasks.”

### **WHO IS ELIGIBLE TO RIDE HANDI-RIDE**

Handi-Ride is a public transportation service available to persons with disabilities who, because of their disability, are unable to ride the regular city bus. Handi-Ride also serves senior citizens who are over 65 and do not live near a bus route when space is available to schedule the trip. Service is provided through advance reservations.

An application must be completed and returned to the Department of Parking & Public Transit before trips on Handi-Ride can be scheduled. The certification process can take up to 21 days. During that time a person with a disability who has immediate transportation needs may receive conditional eligibility inside the ADA service area.

One Personal Care Attendant (PCA) may accompany ADA eligible passengers only, personal Care Attendants travel free of charge to help with mobility, personal care, eating, communication, translation, sign language interpretation, providing services as a reader, etc. It is important to indicate this need for a Personal Care Attendant when applying for Handi-Ride services.

Other passengers may also ride with the Handi-Ride customer if space is available. Please check with the dispatcher prior to being picked up to be sure there will be enough space. The fare for additional passengers is one TICKET. (See: Cost to Ride)

### **HOW TO RESERVE A RIDE**

All service is on an advance-reservation basis. Reservations may be made by calling the Handi-Ride office at 256-427-6857 between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday. We have an answering machine on at all other times. Trips may be scheduled twenty-four hours (24) in advance, or up to a month in ahead of time.

Trips **outside and East of the ADA** area may only schedule on Monday, Wednesday's and Friday's and have ready times at 9:00am, 12:00pm and 2:30pm. Trips coming in at the 2:30pm time will have to find their own way home.

Trips **outside and West of the ADA** area may only schedule on Tuesday's and Thursday's and have ready times at 9:00am, 12:00pm and 2:30pm. Trips coming in at the 2:30pm time will have to find there on way home.

Trips outside the ADA area are space availability contingent on all ADA service requests being met.

### **ON THE DAY OF YOUR TRIP...& “NO SHOWS”**

On the day of your trip be ready to leave one hour prior to the time you are scheduled to be at your destination. Vehicles will wait no more than three minutes before moving on in order to avoid disrupting service for other passengers. When you are ready to return, call the Handi-Ride number. **256-427-6857**. We will be back to get you within one hour of your call. All calls are time stamped and recorded.

If you are not present to board the vehicle within three minutes of our vehicle's arrival, you are considered a "no-show". Cancellations received when the vehicle is already in route to pick you up are also considered a "no-show". No-shows cause a disruption of service and needless expense. For that reason any person with a pattern of repeated no-shows may lose their transportation privileges for ten (10) business days. To keep this from happening, please call the dispatcher to cancel when you do not need your ride.

We are a door to door service. If you need help beyond the main entrance at your origin/destination, you must arrange for someone to assist you. **THE DRIVER WILL NOT GO INTO YOUR HOUSE OR YOUR DESTINATION FOR ANY REASON.** The driver will assist you from the main entrance door of your house or building (origin) onto the van and from the van to the main entrance door of your destination. If you need more help than this please arrange to have a personal care attendant (PCA) travel with you.

The driver will not wait longer than **three** minutes for you to come out of your house or the building where you are being picked up. The driver will not go into the building to try to find you. Please be ready and waiting close to the front door so you can see or hear when the van arrives to get you.

### **COST TO RIDE**

Effective Tuesday, February 1, 2005, the Handi-Ride drivers will accept **Handi-Ride tickets only** as you board the van. **NO CASH or checks.** Tickets may be purchased at the Public Transit office located at 500 B Church Street, 2nd floor. You may also mail a request for tickets along with a check (never mail cash) for the dollar amount to pay for the tickets you want to purchase. Mail requests to Handi-Ride, 500 B Church Street, Huntsville, AL 35801. Tickets are \$2.00 each. One ticket is required each time you board the van. In your request be sure to include the address where the tickets are to be mailed and your phone number in case we have questions. All checks should be made out to **City of Huntsville.**

While you must have a ticket to board the van, we will not charge you another ticket for a stop at our office to buy tickets provided you schedule the stop with the Dispatcher when you schedule your trip.

### **PLEASE REMEMBER THE FOLLOWING RULES:**

1. Our drivers DO NOT enter any house or building.
2. Our drivers DO NOT move wheelchairs up or down steps of any kind. If there is not a ramp someone with you must move your wheelchair to level ground or Handi-Ride cannot provide your trip.
3. Our drivers DO NOT take groceries or parcels past the front door of your house or the main entrance of your apartment building. They also DO NOT lift parcels weighing over 10 pounds. You must be able to hold **all** parcels you bring on board the van. There is no extra space to secure carts, baskets or parcels you can not hold. Please, bring no more than two bags per person.