

Rider's Guide for



Funded by Lextran and operated by the Bluegrass Chapter of the American Red Cross

ADA Paratransit Service

Lextran's ADA Paratransit Service, operated in cooperation with the Bluegrass Chapter of the American Red Cross, is a door-to-door public transportation system for disabled citizens of Lexington-Fayette County. The service is designed to meet the needs of those who are prevented from using a Lextran fixed-route by providing economical and accessible transportation.

Wheels provides "door-to-door" service, which means drivers will assist passengers from the outside door of the pick-up location to the outside door of the destination. This service is structured to transport multiple passengers on the same bus to multiple destinations.

Hours of Service

Monday – Saturday 5:00 a.m. to 12:00 a.m. (Midnight)
Sunday 5:00 a.m. to 9:00 p.m.

Eligibility

Please contact the Lextran ADA Paratransit Coordinator at (859) 244-2015 for an application and information regarding eligibility.

Fare Structure

When both the origin and destination are within $\frac{3}{4}$ of an area mile of an operating Lextran fixed-route, there is a charge of \$1.60 per one way trip. If outside of this, a premium rate of \$2.00 per one way trip is charged. Fares can be paid by exact cash, check, or Wheels Pass. One personal care attendant can ride free. Additional people can ride with any given passenger for an additional \$1.60 or \$2.00 per one way trip, if space is available. All attendants and companions must have the same origin and destinations. Children 16 and under are permitted to ride Wheels while accompanied by an adult for the duration of the trip. Exceptions to unaccompanied minors are at the discretion of Lextran and Wheels.

Wheels Passes

Wheels Passes may be purchased by contacting (859) 233-3433 or by downloading the mail order form at http://www.redcrosslexky.org/WHEELS_Transportation.php.

Reserve a Trip

Trips can be scheduled by calling (859) 233-3433. Reservations are accepted from 14 days in advance until 4:45 p.m. the day before service is to be scheduled. All pick-up times are scheduled in half-hour time frames. Reservations are accepted Monday-Friday, 7:00 a.m. – 4:45 p.m. and Saturday and Sunday, 8:00 a.m. – 4:45 p.m.

When Scheduling, Please Have the Following Information Available

Trips must be scheduled no later than the day before the trip is needed. When calling Wheels, please be prepared to provide the following information:

- ✓ Name of passenger
- ✓ Day and date of your trip
- ✓ Requested pick-up time or appointment time
- ✓ Exact street address of the trip origin and destination (intersections will not be accepted)
- ✓ Number of people traveling with the passenger, including personal care attendant and/or companion and/or service animals. One personal care attendant can ride free.

When calling Wheels, your call will be answered in the order it is received. Every time you hang up and call again, you will move to the end of the line. Please remain on hold for the next available scheduler.

As established by the ADA and the Federal Transit Administration, Wheels may schedule a pick-up a maximum of one hour before or one hour after the requested pick-up time. The hour window before the requested time will not be utilized if it would cause you to be late for an appointment. The hour window after the requested time will not be utilized if it would require you to leave your job or an appointment early. When scheduling, you will be asked about appointment times and other factors that may affect the negotiated pick-up time. Based on availability, Wheels may need to schedule passenger trips up to one hour before or after the requested pick-up time. However, in most cases the window is shorter.

What is the "30 Minute Ready Window"?

The Wheels bus will arrive any time within a "30 minute ready window." This ready window starts 15 minutes before your scheduled pick-up and ends 15 minutes after your scheduled pick-up. (Example: If your pick-up is scheduled for 9:00 a.m., your bus will arrive any time between 8:45 a.m. and 9:15 a.m.).

What is the "5 Minute Wait Period"?

Please be ready to board the bus upon its arrival as the driver is allotted only five minutes to wait for you before they are instructed to depart and you will be considered a "No-Show." For example, if your pick-up is scheduled for 9:00 a.m., and the bus arrives at 8:45 a.m., you must present yourself to the driver by 8:50 a.m.

What is Considered a "No -Show"?

If a driver cannot locate you when they arrive, the driver is allowed to wait only five minutes for you. The driver will knock on your door or look for you in the lobby of the building, but you must be present. If the driver cannot locate you, the dispatcher will attempt to reach you by the phone number you have provided to Wheels. If you cannot be reached by phone within the five minute wait period, the driver will depart. ***If your trip was a "No Show" and you cannot be reached within one hour of your originally scheduled trip, we will suspend all other scheduled trips for the remainder of the day.*** If a ride is still required, you must call and speak to a dispatcher. Your trip will be based on the next available bus.

Cancelling a Scheduled Trip

To cancel a scheduled trip, please contact Wheels dispatch at (859) 233-3433. All cancellations of trips should take place at least one hour prior to your scheduled pick-up time. Cancellations that occur with less than an hour's notice have the same practical effect as a No-Show and excessive late cancellations may be treated in a similar manner as excessive No-Shows when warranted.

Service Cancellations Due to Weather

Due to weather, such as ice and snow, Paratransit Service may be delayed or cancelled. Wheels will make every attempt to operate as long as local law enforcement permits us to use the streets. For your safety, drivers will use their discretion to determine road conditions. If streets, driveways, or sidewalks are not cleared for safe passage, the driver will not be able to complete the pick-up. If you are not comfortable traveling in these conditions, please call and cancel your trip.

Service Animals

All federally approved service animals that are individually trained to perform tasks for people with disabilities are welcome. All service animals and animals going to veterinarian appointments must be on a leash or in a cage. Out of respect for other riders, please make sure your animal is clean.

No-Show Policy - Effective January 1, 2012

Passengers who continually miss scheduled rides, not due to circumstances out of their control, may face temporary suspension from the service. The following guidelines have been established for No-Shows. Please note that for the purpose of this policy a "trip" is defined as a one-way ride from a pick-up point to a drop-off destination. For example, a ride from a passenger's home to a doctor's office and a return ride from the doctor's office back to the passenger's home counts as two trips.

- If a rider takes 1 to 20 trips per month they are allowed a maximum of 2 No-Shows per month
- If a rider takes 21 to 30 trips per month they are allowed a maximum of 3 No-Shows per month
- If a rider takes 31 to 40 trips per month they are allowed a maximum of 4 No-Shows per month
- If a rider takes 41 to 50 trips per month they are allowed a maximum of 5 No-Shows per month
- If a rider takes over 50 trips a month they are allowed a maximum of 6 No-Shows per month

If a rider exceeds these limits on a monthly basis, they are then subject to the following schedule for suspension of service:

- 1st violation – letter of warning
- 2nd violation – 1-week suspension of service
- Additional violations – additional week of suspension of service for each violation, not to exceed 12 weeks of suspension

It is not the intent of Wheels or Lextran to ever deny a rider service for needed medical treatments, nor is it the intent of this policy to punish riders for rides missed due to circumstances that were out of the rider's control. The following circumstances do not count against a rider when determining the number of No-Shows:

- Illness that prevents the rider from travelling, including chemotherapy and dialysis patients whose treatments may make them too ill to travel
- Family emergencies
- Transit agency error, including scheduling mix-ups
- Transit agency bus is late for the pick up
- Other circumstances that may arise that upon review demonstrate the missed ride was due to factors out of the passenger's control

If at any point you feel you have been charged with a No-Show in error or if you wish to appeal a suspension, you may call the Lextran ADA Paratransit Coordinator directly at (859) 244-2015.

Drivers are Allowed to:

- Maneuver your manual wheelchair if you need assistance.
- Lend a steady arm if you need assistance.
- Provide directions or act as a sight guide to/from bus if you are visually impaired. If you feel you need this type of assistance, please notify the driver.
- For grocery trips, a Wheels driver will assist all passengers with up to 20 plastic shopping bags and a single item not weighing more than 50 lbs. If you have more items or larger containers, we ask that you please have a dedicated assistant to load and unload your shopping items.
- For laundry trips, a Wheels driver will assist all passengers with up to 5 laundry bags. Bags must be enclosed and must not weigh more than 25 lbs. each.

Drivers are Not Allowed to:

- Operate or push your electric mobility device.
- Operate or push your equipment or shopping cart up or down stairs.
- Cross residential thresholds.
- Lift or carry riders.

Tips for Successful Trips

Wheels and Lextran's goal is to provide a safe, comfortable commute for individuals travelling on the Wheels bus. To assure a pleasant commute for all, please observe the following guidelines.

- Please have correct change or a Wheels Pass.
- Please be at your agreed upon pick-up location. If you must change that location, please call Wheels immediately.
- All destination changes must be made prior to your trip.
- Seatbelts must be worn by all Wheels passengers and all children under 40 inches must be secured in a child safety seat. Wheels does not provide car seats.
- If you are in a power wheelchair, you must turn off the power while on the lift and during transport.
- Medication(s) and personal belonging are the responsibility of the rider to plan for when riding Wheels.
- No eating, drinking or smoking is allowed on the bus.
- No literature may be given out while on the bus.
- Proper attire, including shirts, shoes or appropriate foot coverings, is required on the bus.
- Please refrain from abusive, threatening or obscene language or actions.
- Personal music devices are allowed with headphones, as long as the sound is not audible to other passengers.
- Illegal behavior such as intoxication or selling drugs will not be tolerated.
- Please allow adequate time to reach your destination. Allow for traffic conditions/weather delays.
- If you have questions about your ride we ask that you call the Wheels dispatcher at (859) 233-3433 as the driver does not have detailed information and may not use the radio to discuss specifics.

Rider Feedback

In order to continually improve our services, Wheels welcomes comments, questions and commendations from our riders. There are customer comment cards available in each bus or you may call the Wheels Operations Manager at (859) 233-3433 ext. 327.

Wheels Advisory Committee

The Wheels Advisory Committee is an advisory group that meets quarterly. The advisory committee provides feedback about Wheels services. Members of this committee represent riders, guardians, and community centers. They are an integral part of the ongoing service improvement process.

The Wheels Transportation program is operated by the Bluegrass Chapter of the American Red Cross and funded by Lextran. For more information please contact:

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Wheels



**American
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