



Lakeway Transit

**THE
LIFT SERVICE
USER'S GUIDE**

**For
Lakeway Transit's
Paratransit Service**

THE LIFT SERVICE

**The Paratransit Service
of
Lakeway Transit**



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Knoxville, TN 37923

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www.lakewaytransit.com

Lift Service User's Guide Index

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Accessible Service

Lakeway Transit's Lift system was established in 2020 as part of the newly established Lakeway Transit fixed route system. The Lift is a door-to-door accessible bus service for those persons with disabilities in Lakeway who are functionally unable to use the wheelchair accessible fixed route bus system.

Lakeway Transit is committed to providing the best service for the community that can be achieved and realizes that all persons should be afforded equal public transit opportunities.

The following information will help Lift passengers and Lakeway Transit staff work together to provide the best possible service to the largest number of persons requesting transportation. As Lakeway Transit strives to meet the needs of all riders, the cooperation and understanding of passengers is appreciated.

For the safety of passengers and employees, all Lakeway Transit facilities and buses are monitored using audio and video technology.

Many service materials available in standard print are also available upon request in accessible formats. To obtain materials in accessible formats, contact Lakeway Transit Customer Service by calling 1-833-923-0032, visiting the Lakeway Transit Center at 2800 E AJ Hwy. Service materials may also be available on Lakeway Transit's website at www.lakewaytransit.com.

Eligibility for Service

The Americans with Disabilities Act (ADA) establishes accessibility regulations for public transit services. To use Lift services, a person must be certified as eligible according to ADA criteria, which is based on a person's ***functional inability*** to use the wheelchair accessible fixed route bus system.

Persons wanting to become certified to use the Lift must complete an application form and return it to Lakeway Transit. Applications are available by calling 1-833-923-0032, by visiting the Lakeway Transit Station 2800 E AJ Hwy, by downloading the application from the website www.lakewaytransit.com or by writing the Lift Service at 9111 Cross Park Dr. Suite D-100, Knoxville TN, 37923.

The application form must be completed in a standard written or typed format; however, the application instructions are available in an accessible format upon request. Assistance in completing the application will be provided, upon request.

The application is reviewed for determination of eligibility once it is received. Applicants are to provide as much information as possible to describe their disability and how it affects their ability to ride a fixed route bus. All information received remains confidential. Eligibility is based on a person's ***functional inability*** to use the wheelchair accessible fixed route system. Applicant information may be verified, with the applicant's authorization, when required. In some instances, an applicant may be asked to have a functional assessment made by an independent agency to determine his or her functional ability to ride a fixed route bus.

Once eligibility is determined, the applicant receives a written response. If deemed eligible, they will be issued an I.D. certificate and provided a copy of the Lift User's Guide, which contains the policies and procedures for the service. Passengers are responsible for reading and adhering to all policies and procedures. Re-certification for services will be required, and is the responsibility of each passenger, prior to expiration of their current eligibility period. Persons with Lakeway Transit Lift eligibility will be able to use paratransit services in other U.S. cities, in accordance with the availability of accessible transportation of that city.

In some instances, applicants are granted conditional/intermittent eligibility and will have their use of the Lift service determined on a trip-by-trip basis. Conditional/intermittent eligibility may be deemed necessary if a person's functional ability is affected by situations such as certain weather conditions, unfamiliar or inaccessible travel paths, or a disability with varying degrees of incapacity. Applicants may also be granted temporary eligibility.

Persons deemed not eligible or who receive conditional/intermittent or temporary eligibility will receive instructions on how to request an appeal. An appeal must be filed within 60 days of notice and a determination will be made within 30 days of Lakeway Transit receiving the appeal. Appeals can be made verbally or in writing.

Lift Service Information

Days/Times of service

The Lift service operates the same days and hours as the fixed route service, as generally described below. The Lift does not operate on Saturdays and Sundays or major holidays.

Lift Service hours: Monday through Friday:
7:00am to 6:00 p.m.

Ride reservations taken: Monday through Friday
8:00 a.m. to 6:30 p.m.

Holidays

Lakeway Transit is closed on the following national holidays: New Year's Day, Memorial Day, Good Friday, Veterans Day, Independence Day, Labor Day, Thanksgiving, Thanksgiving Friday and Christmas Day and Eve.

Area served

As required by the ADA, Lift service will be provided to persons who qualify under ADA regulations and who travel to or from locations within three-quarters (3/4) of a mile of any regular fixed route bus route. Passengers living outside this area may still be certified as eligible, but will only be allowed to utilize the Lift to travel to or from locations within the 3/4-mile corridor service area.

Requesting a ride

Ride requests for Lift service may be made from 8:00 a.m. to 6:30 p.m. daily by calling 1-833-923-0032. Passengers may arrange a ride the day prior any time before 3:00 p.m. before the ride is needed. Rides requested for the same day will be scheduled only if time and space are available. Reservations may be made up to one (1) week in advance.

1. Name and telephone number
2. Exact pick-up location (including address, door, apartment number, building, etc.)
3. Exact destination location and zip code
4. Date and desired arrival or appointment time
5. Return pick-up time, if return trip is desired
6. If accompanied by Personal Care Attendant (PCA) or Guest (Escort)
7. Any mobility aids you will be using or other special instructions
8. Request for a reasonable service modification

Please try to schedule flexible trips, such as shopping or entertainment, during the least busy service hours of 10:00 a.m. to 2:00 p.m., when possible. A fare is to be paid for each stop made to a destination location. Operators will not perform “wait trips” where the vehicle waits on the passenger to go inside the location and then transports them to another location.

Vehicle operators are not to make ride reservations, unauthorized stops, or destination changes.

The phone personnel are extremely busy, therefore, please have addresses and know exactly what you need to schedule prior to calling the scheduling office; phone personnel will not look up addresses on behalf of clients. In addition, it is requested that personal conversation with the phone staff and repeat calls be kept to a minimum.

Subscription service (also known as Standing Orders)

Subscription service is limited to passengers traveling to the same place at the same time each week for a minimum period of 90 days. **Due to the amount of time and effort it takes the staff to arrange subscription rides, please know exactly what you need before placing your request.**

Trip preparation and pick-up window

It is the passenger's responsibility to be ready to leave at the specified location when the vehicle arrives. If you are not able to let yourself in/out of your home and/or cannot be left alone, be sure that another person is present to help you.

Operators are not responsible for providing personal care assistance and are not trained or authorized to render medical aid. Those who need such assistance or need help in obtaining an attendant should call a local agency or an independent living resource center.

When scheduling your ride, you will be given a one (1) hour pick-up window. The vehicle may arrive at any time during that one (1) hour window. Once the vehicle arrives, you will be expected to board by the allotted five (5) minute wait time.

If conditions delay the vehicle beyond the pick-up window, please contact the scheduling office to check on your ride.

Waiting times

Due to time constraints and to alleviate distress caused to other passengers, it is necessary to have a limited waiting period for the time an operator will wait on a passenger at the pick-up location. **The waiting time is five (5) minutes from the time the vehicle arrives.**

The operator will wait five (5) minutes from the arrival time. Passengers who are not ready to board by this time or who are not at the designated location will be charged with a no-show and the vehicle will continue on with its route. The policy on cancellations and no-shows will be explained later in this guide.

If appropriate, the operator will sound the horn when the vehicle arrives. Passengers should be at a location where they can see or hear the vehicle when it arrives. If requested, a specific means of indicating the vehicle has arrived will be pre-arranged for persons with both hearing and visual impairments. Operators wear an I.D. and a company-issued uniform. Vehicles are identified with the company name and logo.

Return rides

Requests for return rides should be placed when the original ride request is made. As stated earlier, all rides must be requested by the day prior to 3:00 p.m. The date needed or up to one week in advance.

When the desired return time is uncertain, it might be helpful for you to contact the office or the individual with whom you have the appointment to ask for an estimated completion time. Allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time. Passengers who must cancel a return ride because an appointment ran late should state that as the reason for canceling the trip.

Upon the rider's request and **time permitting**, a second vehicle **may** be able to return at a later time.

Negotiation time and drive time

When assigning your ride to a vehicle and determining your pick-up window, the ADA provides for a one-hour negotiation time on either side of the requested pick-up time. This negotiation time will be used when a passenger's schedule is flexible. In instances when the arrival time is not flexible, such as work, medical, or school trips, a negotiation time of one hour **prior** to the appointment time may be used. On return rides, a negotiation time of one hour **following** the requested pick-up time may be used.

Cancellation and No-Show Policy

Policy Statement

Lakeway Transit understands that, because the Lift service requires trips be scheduled in advance, passengers may sometimes miss scheduled rides or forget to cancel rides they no longer need. Lakeway Transit also understands that passengers may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following defines Lakeway Transit's Cancellation and No-show policy.

Early Cancellations

To cancel a ride, you must call **at least one hour prior** to the scheduled pick-up window. Canceling in advance allows us the opportunity to redirect vehicles to other passengers needing service.

To cancel a ride:

Call 1-833-923-0032

- Speak to the person answering or leave a message on the voice mail.
- Give your name and telephone number.
- Give the date and pick-up window of the ride(s) to be canceled.
- Give the address of the pick-up and destination locations.

No-shows

A ride is considered a ***no-show*** when:

1. The vehicle arrives at the designated location within the pickup window and the passenger does not show up or is not ready to board within the standard five (5) minute wait time referenced on page 6 of the Lift User's Guide. The vehicle will wait five (5) minutes from time the vehicle arrives.
2. The passenger cancels their ride within one (1) hour of the scheduled pick-up window. When canceling late, please state the reason for the cancellation.
3. The passenger cancels with the operator upon his arrival at the pick-up location.
4. A passenger fails to board a vehicle that has arrived within the pick-up window.

Return rides, if applicable, will **NOT** be canceled and may result in additional no-shows. Please contact the office immediately if you want subsequent rides canceled.

No-shows caused by circumstances beyond the passenger's control will not be counted as no-shows for purposes of determining the existence of a pattern or practice of missing scheduled rides. For example, a passenger has a family or medical emergency that reasonably prevents them from cancelling their ride at least one (1) hour prior to their pick-up window. The passenger or family member should contact the Lift office as soon as possible to report the circumstance and to cancel any unneeded rides that are scheduled. Likewise, ride errors made by Lakeway Transit personnel will not be counted as no-shows. A pattern or practice of excessive no-shows may result in suspension of service. Weather related delays will not count as a no show or late cancelation.

Suspension of service

Consistent with Federal ADA regulations, Lakeway Transit will review its no-show and cancellation records and suspend service to individuals who establish a verified pattern or practice of excessive no-shows. (*49 CFR, Sec. 37.125{h}*). To verify accuracy, no-show and cancellation records will be reviewed prior to proposing suspension, including review of the reason for the no-show, if provided.

Lakeway Transit will send a notice letter after two (2) no-shows within a 30-day period. The purpose of the notice letter is to notify the passenger of their no-show record, to warn the passenger that additional no-shows within the 30-day period may result in suspension of service, and to provide information on how to dispute specific no-shows. Passengers wishing to dispute a specific no-show must do so within five (5) business days of receiving a notice letter that references the no-show date by calling customer service at 1-833-923-0032 to explain the circumstances and request removal of the no-show.

A pattern or practice of excessive no-shows may result in a suspension of service. A pattern or practice is generally defined as three (3) or more no-shows in a given 30-day period that exceed 5% of the passenger's scheduled rides for that same period.

The suspension period will last for thirty (30) days for the first offense. Riders must call by 1:00pm the day prior to verify their appointment during their 30 day suspension period. If a ride is verified and no showed the following day their suspension period will be extended. Unverified rides during a suspension will not be dispatched to bus operators.

Appeal procedure

An appeal process is available to all persons who have received notice of suspension of service. Passengers wishing to appeal a suspension notice must call or deliver a letter to the Lakeway Transit Supervisory Staff within five (5) business days of the suspension notice. If desired, the passenger may also request an in-person appeal hearing. The appeal review committee consists of three (3) Lakeway Transit employees. Persons who do not appeal will have service suspended beginning on the sixth (6th) business day after receipt of the notice. If needed,

information regarding a second and final appeal will be included in the initial appeal response. Passengers will continue to be provided normal Lift service during the appeal process.

Lakeway Transit has the right to terminate any subscription service if there is a pattern or practice of cancellations or changes to any part of the subscription.

Passenger Accommodations

Assistance from Operators

1. Door-to-door service
 - a. Operators will not lift passengers and/or wheelchairs.
 - b. Operators will not enter homes or nursing facilities beyond the main threshold. Passengers must be able to exit on their own or receive appropriate assistance from their personal care attendant. Operators do not provide personal care assistance.
 - c. Operators will not enter a business or living facility beyond the first floor lobby to look for passengers. Passengers must be ready at the door of the scheduled location when the vehicle arrives.
 - d. Operators will not handle keys to lock or unlock doors, activate or de-activate house alarms, or use security codes.
 - e. Operators will assist wheelchair passengers up or down outside ramps, including ramps in garages. Ramps must meet ADA specifications and be free of snow, ice, and debris.
 - f. The pathway to and from the bus must be safe and free of debris.
 - g. The ramp or pathway condition must not pose a direct threat to safety.
2. Passenger assistance is limited.
 - a. Operators are not to carry or handle groceries, parcels, or packages.
 - b. Passengers are to find other assistance or make separate arrangements for delivery if there are more items than they can handle in one load or one trip to the vehicle; **multiple loads or trips to and from the vehicle are prohibited**. In addition, bags or packages must not be stowed in the walkways, doorways, or seats. This policy also applies when using our contractors.
 - c. Operators will not hold or carry children or child carriers on or off the bus.
 - d. Large items or items that pose a safety/health threat will not be transported. It is the passenger's responsibility to make separate delivery arrangements (examples: televisions, firearms, furniture, computers, plants, gasoline, boxes, etc.).
 - e. If a passenger needs to transport a second mobility aid that would occupy a wheelchair securement location, an additional **\$5.00** fee will be due upon boarding. Any such request should be made when the ride is requested.
3. Assistance with fare collection is also limited.
 - a. Passengers must have the correct fare upon boarding in order to ride. Fare must be readily available to put in the fare box or give to the operator.
 - b. Operators do not sell tickets.
 - c. Tickets are sold through the mail and at Lakeway Transit Center.
 - d. Operators do not make or carry change for individual fares.
 - e. Operators will not remove fares from wallets, purses or passenger's clothing. Passengers may put their fare in an envelope or carrying case specially designed for the fare. Please notify the office if assistance is required.

Other assistance information

Please be sure the address of your house, apartment, or building is posted and visible from the street to assist the operators in locating you. It is the passenger's responsibility to provide clear, concise location information.

If a passenger cannot be left unattended at their destination, a staff or family member must be waiting to receive the passenger when the vehicle arrives. If no one is there to receive them, the operator will keep the passenger on board and attempt to deliver them at a later time. The fee for this extra service is \$10.00 for each additional drop-off attempt and must be paid at the time of completed delivery or by their next Lift trip.

According to ADA regulations, persons have certain rights for assistance from medical facilities, businesses, stores, etc. and should request such assistance from them when needed.

Requests for reasonable service modifications

Lakeway Transit will make reasonable modifications to its policies, practices, or procedures when necessary to provide equal access to all services for persons with disabilities. Whenever feasible, requests for modifications will be made and determined in advance, e.g. during the paratransit eligibility process or through customer service inquiries. Where a request for modification cannot practicably be made and determined in advance, such as a condition or barrier at a destination, Transit operating personnel will make a determination at the time of the request whether the modification should be provided. Transit contact information for making a request or complaint regarding a reasonable service modification is located later in this guide.

Personal care attendants (PCAs)

One (1) Personal Care Attendant (PCA) may accompany a registered Lift rider at no additional charge. Your file must indicate that you are eligible to have a PCA travel with you. You must reserve space for your PCA when scheduling your trip and they must have the same origin and destination as you do.

Guests/Escorts

Guests are welcome to ride with you and must pay the regular paratransit fare. Due to limited space, each Lift rider is allowed only one (1) guest per trip. You must reserve space for your guest (including children) when scheduling your trip and they must have the same origin and destination as you do. Seating for additional guests is on a “space available” basis and must not result in denial of service to another certified eligible Lift passenger.

Children

Up to 2 (two) children under age five may ride free with a fare-paying certified adult. If a passenger is traveling with an infant, toddler, or small child, it is the passenger's responsibility to provide a child safety seat or booster seat according to the law. Lakeway Transit **does not** supply child safety or booster seats. The child should be secured during transit rather than be held by the adult. Child strollers or buggies must be folded and remain folded throughout transport. Operators will not hold or carry children on or off the bus.

Visitors

Out-of-town visitors to Lakeway Transit who claim they cannot use the wheelchair accessible fixed route buses will be presumed eligible for a period of 21 calendar days per year without having Lakeway Transit paratransit certification. Proof of paratransit eligibility from another transit agency or a statement of the inability to use the fixed route service along with proof of residency and documentation of a disability may be required.

Use of securements and seat belts

Lakeway Transit requires all wheelchairs and motorized scooters be secured when in any bus or contracted vehicle to prevent movement during normal trips, while making emergency stops or in order to avoid incidents. Lap and shoulder belts are available at wheelchair securement locations and Lakeway Transit urges its riders to use them for additional safety. Lap and shoulder belts may not be used when a person's mobility aid cannot be secured or secured adequately to the satisfaction of both the passenger and Transit personnel. Safety belts are available for ambulatory passengers on the Lift buses.

Passengers are to remain seated and keep their mobility aid secured until the vehicle comes to a complete stop at their destination. It is the responsibility of the operator to attach and remove the securements. In addition, the operator is the only person who should be operating the lift device or any other device on the vehicle. Operators are not responsible for operating or controlling a passenger's electric mobility aid.

The vehicle is equipped with a lift or ramp and will accommodate most three- and more-wheel mobility aids, such as scooters, manual and electric wheelchairs, as long as the mobility aid does not exceed the capacities of the vehicle and its equipment. Please make certain mobility aids are clean, safe, and in good working condition before traveling. All mobility aids must be free from clutter (clothing, bags, sacks, etc.) to allow for proper securement. Electric mobility aids must have power or they will not be boarded.

Animals

Guide and service animals are allowed in all Lakeway Transit facilities and vehicles. When scheduling your trips, please inform the scheduling office if an animal will be accompanying you.

Boarding the bus

Any person may request to use the lift platform or ramp when boarding or alighting Lakeway Transit vehicles. The operator will provide assistance with boarding and alighting as needed. For stability, handrails are provided on both the Lift bus platform and steps. Please have your exact fare readily available to give the operator upon boarding. Service may be refused if the passenger's clothing or mobility aid is soiled with feces, urine, vomit, blood, or other bodily fluid, or if the passenger has an uncovered wound or sore.

Lakeway Transit Contact Information

Comments, compliments, complaints, or Title VI concerns regarding Lakeway Transit service can be made by calling Lakeway Transit Customer Service at 1(833) 923-0032, by sending an e-mail SBandy@ethra.org, or by writing to or visiting Lakeway Transit Center at 2800 East AJ Hwy, Morristown TN. Fillable comment forms are available at www.lakewaytransit.com.

Requests for reasonable modification of service necessary to provide equal access for persons with disabilities can be made through the contact information above.

Complaints regarding refusal of requests for modification can be made by contacting Operations Manager at 1-833-923-0032, by sending an e-mail to gmcaldpin@ethra.org, or by writing or visiting him/her at 9111 Cross Park Dr. Knoxville TN 37923.

Rules for All Passengers

To ensure the safety and comfort of all riders and employees, the following is prohibited:

- Eating, drinking or open food and drink containers in the vehicle
- Intoxication or being under the influence of illegal substances
- Smoking (including the entry way onto the bus) vaping or smokeless tobacco
- Flammable liquids, such as gasoline, kerosene, propane, etc. Life sustaining equipment, such as portable oxygen, respirators, and concentrators, is allowed.
- Dangerous or large items, such as car batteries, explosives, fireworks, furniture, trees, panes of glass, etc.
- Firearms or weapons of any kind
- Disorderly, abusive, dangerous, obscene, or threatening behavior or language
- Unruly behavior, profanity, fighting, spitting, feet on the seats, or littering
- Noise producing devices (headphones are allowed)
- Unlawful posting of materials on transit property
- Excessive carry-on items or packages in seats or aisles
- Leaving items or children unattended
- Animals without a secured pet carrier, with the exception of guide/service animals
- Indecent exposure (i.e. must have a shirt, pants, and shoes)
- Continuous riding
- Unattended children under age 12 (must be with older child or adult and sit up front)
- Bikes inside the vehicle
- Strollers that are not empty or folded prior to boarding or that block aisles or doorways
- Offensive body odor or clothing soiled with bodily fluids
- Open or uncovered sores or wounds
- Fare evasion or sharing of monthly passes
- Operating or tampering of vehicle equipment
- Physical or verbal abuse of the operator, another passenger, or any transit employee
- Cell phones on speaker or loud conversations that may distract the operator
- Standing in front of the standee line, in doorways, or on the steps
- Standing when open seats are available
- Standing before the bus comes to a complete stop
- Wearing or using roller skates, roller blades, or skateboards
- Distracting or inappropriate conversation with the bus operator or other passengers
- Solicitation and/or behaviors that might pose a safety or security risk/concern
- Masks or “hoodies” that cover a passengers face
- Saggy pants that reveal any part of undergarments

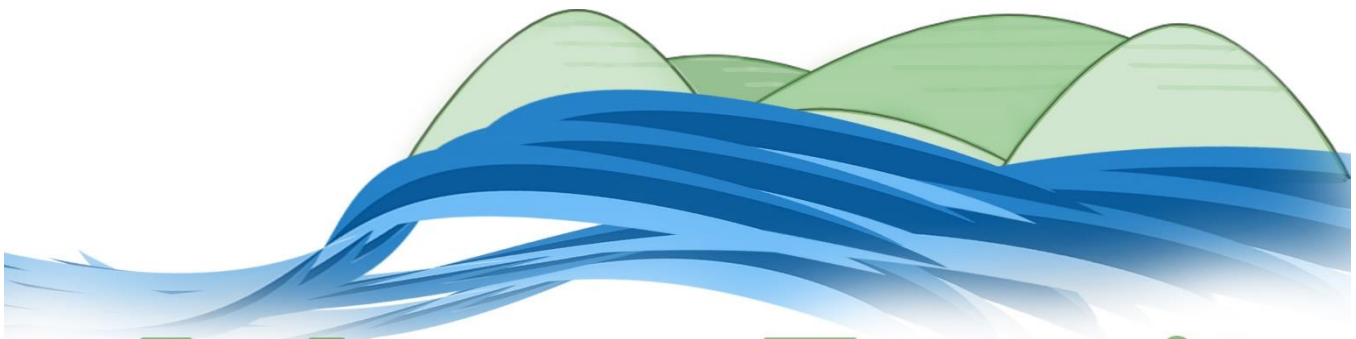
Lakeway Transit customer service and dispatching personnel will not tolerate abusive, threatening, or foul language during phone calls. Passengers who violate any of Lakeway Transit's rules are subject to penalties, including being banned from Lakeway Transit services and/or facilities. Passengers who engage in physical abuse or cause physical injury to another rider or operator will be immediately banned and may face possible criminal prosecution.

Fixed Route Service Information

Lakeway Transit operates fixed routes throughout Morristown Monday through Friday using wheelchair accessible buses. Primary service operates from 7:00am through 6pm weekdays. For route and fare information, call 1-833-923-0032, visit Transit's website at www.lakewaytransit.com. Route schedules are available upon request in an accessible format. Persons with a hearing impairment may call **1-833-923-0032** (TDD) for information.

Persons with disabilities, Medicare recipients, persons age 65 and older if they show a Lakeway Transit Reduced Fare ID Card each time they board the fixed route bus. To obtain an application form for a Reduced Fare ID Card, call 1-833-923-0032, or visit our website. Students at locally approved colleges and trade schools may also be approved for half fare.

The seats in the front of the fixed route buses are priority seating reserved for persons with disabilities and the elderly. Each bus is equipped with two wheelchair securement locations and ambulatory passengers must vacate those areas when a wheelchair needs to be secured. All wheelchairs and scooters must be secured by the operator. Lap and shoulder belts are available at wheelchair securement locations and Lakeway Transit urges its riders to use them for additional safety. All passengers may use the ramp, lift platform, or kneeling feature upon request. The bus operator will assist passengers up and down the bus ramp/lift, if needed. Guide or service animals are allowed in all Lakeway Transit facilities and vehicles. The passenger must maintain control of the animal at all times. Baby strollers and buggies must be emptied and folded prior to boarding the bus. It must remain folded during transport.



Lakeway Transit