

INTRODUCTION

The LIFT is designed to provide paratransit transportation services to persons with disabilities that meet the provisions of the Americans With Disabilities Act (ADA) of 1990. The ADA and its regulations require that The LIFT provide paratransit service to persons with disabilities that is comparable to the service provided by Knoxville Area Transit (KAT) to individuals who use KAT's regular route service.

The LIFT serves individual transit needs for individuals who, because of their disability, are unable to use KAT regular route service and promotes equality of mobility for all.

ELIGIBILITY

In accordance with the ADA, paratransit service must be provided to individuals who meet the certification criteria of Section 37.123 ADA Paratransit Eligibility Standards. Eligibility generally is open to persons who fall into one of the following two categories:

1. Persons who are unable to utilize the fixed route system
2. Persons whose disability makes it impossible for them to travel to or from the nearest bus stop.

If you believe you have a physical or mental disability that prevents you from independently using lift-equipped accessible fixed route service, write or call The LIFT at:

The LIFT
301 Church Avenue
Knoxville, TN 37915
(865)215-7850

Please let us know if you need an application in an alternative format.

In most instances, you will be notified if you qualify for certification within seven to ten working days, but no longer than 21 days. If you are certified to receive paratransit services, you will receive an identification card and an introductory letter. The card must be presented for all trips.

SERVICE AREA

The LIFT service is provided to certified individuals who have both trip origins and destinations within $\frac{3}{4}$ mile on each side of an operating KAT public bus route (this does not include express service). Persons living outside of the $\frac{3}{4}$ mile service area may be approved as a LIFT client, however trips will only be provided within the $\frac{3}{4}$ mile service area.

SERVICE DAYS AND HOURS

The LIFT operates the same days and hours as the fixed route bus service. Monday through Saturday the LIFT hours of service are 5:30 a.m. – Midnight and on Sundays 9:30 a.m. – 7:00 p.m. However, while the hours of service on Saturdays are the same as on weekdays, service vehicles and service area are reduced as is the regular route service.

HOLIDAYS

There is no KAT service available on New Year's Day, July 4th, Thanksgiving, and Christmas Day. Regular fixed route KAT service runs a Saturday schedule on Martin Luther King Day, Memorial Day, Labor Day, and Christmas Eve, and the LIFT operates on a Saturday schedule as well.

RESERVATIONS

The Transportation Services office normal office hours for reservations are Monday through Friday 8:00 a.m. - 5:00 p.m. Reservations may be made fourteen days in advance, but must be made no later than one day prior to your travel date. Reservations for next day service must be made no later than 4:00 p.m. If you require a return trip it must be scheduled at the same time you book your pick up trip. Every effort will be made to accommodate your requested times, however, the ADA allows us to negotiate revised travel times that may be up to one hour before or after your requested pickup time.

When making a reservation for a pick up trip you will need to know the time you need to arrive at your destination. Return trip reservations will be made according to the time you wish to be picked up. When making a reservation, please be prepared with the following information:

1. Passenger name and card number
2. Time you need to be at and/or picked up from your destination
3. Complete address and name of pick up point and/or destination
4. Will a guest travel with you?
5. Will a personal care attendant travel with you?
6. Any new information concerning your status
7. Any special instructions for the drivers

All riders must be ready one hour in advance of the time you need to be at your destination for you starting trip. Additionally, you must be ready at the time you are scheduled for a return pick up. The LIFT will arrive no later than sixty minutes after the scheduled pick up time. Example: if you have scheduled a trip to a doctor's appointment where you need to be at the doctor's office by 2:00 p.m., you must be ready for pick up between 1:00 p.m. and 2:00 p.m. If you schedule your return trip for 3:00 p.m. you must be ready for pick up at 3:00 p.m. and your ride will arrive no later than 4:00 p.m.

Passengers must be ready to depart when the driver arrives at your location. You will be given adequate time to board the bus, but you must be prepared to begin the boarding process with the arrival of the bus. Drivers are permitted to wait only up to five minutes. Passengers who are not ready when the bus arrives run the risk of losing their scheduled trip.

NOTE: Trips may not be altered the day of the trip. The operator cannot change your pick up or drop off location the day of the trip.

The contact number for all LIFT trip is 215-7850. To cancel a LIFT trip call 215-7851.

FARES

The fare for The LIFT is \$3.00 per one-way trip. All LIFT passengers must pay the fare or present a ticket to the driver at the time of each individual one-way trip and should have their fare or ticket ready upon boarding. No passengers ride without first paying the fare or presenting a valid ticket. Exact change is required, as the driver carries no change. **Drivers do not sell tickets.** Guests must also pay a full lift fare. If you are certified to travel with a personal care

attendant (PCA) the PCA does not pay a fare.

Tickets must be purchased in person at our offices or by sending a check to the address below:

KAT Ticket Department
301 Church Avenue
Knoxville, TN 37915

PERSONAL CARE ATTENDANT (PCA)

A personal care attendant is defined as a necessary part of an eligible individual's mobility. A personal care attendant does not have to be a certified professional, but may be a friend or family member who assists in your mobility. This is different from a *guest* who is traveling to accompany an eligible individual. Personal care attendants are not required to pay the fare.

GUESTS

On request, one guest will be allowed to travel with a LIFT passenger at all times. The guest must have the same origin and destination as the eligible individual and is required to pay the fare.

PASSENGER ASSISTANCE

The driver will provide door-to-door service only. Door-to-door service is defined as the exterior door of a residence or the public entrance of a building. Passengers will be responsible for entering and exiting their pick up or drop off location on their own. Drivers are not permitted to enter the home, or other destination, of a passenger. If a passenger needs assistance in addition to the door-to-door service

provided, he/she must have a personal care attendant or guest.

TRANSPORTING PACKAGES

Because the vehicle will be shared, baggage must be limited to what passengers can independently carry onto and off of the vehicle in one trip. Packages must be transported on your lap or under the seat. Drivers have a strict schedule and cannot assist with your packages.

For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous materials. Respirators, portable oxygen, and/or other life-support equipment may be transported as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the paratransit vehicle.

SERVICE ANIMALS

KAT complies with the Americans with Disabilities Act (ADA) which requires transit providers to “permit service animals to accompany individuals with disabilities in vehicles and facilities” (49 CFR 37.167[d]). A service animal is not a pet. A service animal is:

“Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items” (49 CFR 37.3).

PETS

Pets are not permitted on buses unless the passenger can carry them in a portable kennel and they can be carried on a lap. Kennels must have a lid that closes and locks and must remain closed and locked while on the vehicle.

BOARDING WITH A MOBILITY DEVICE

All vehicles are equipped with passenger lifts that meet ADA specifications. Our vehicles will accommodate most mobility devices that do not weigh more than 600 pounds when occupied. For the safety of our passengers, KAT requires all passengers using a mobility device be weighed and/or measured at the time of certification, re-certification, and upon request. If the total weight or size of the passenger and their mobility device exceeds these standards, KAT will deem the combination of client and mobility device as non-transportable. Passengers and mobility devices that exceed these standards may only be transported when the individual and the device can be safely loaded separately.

CANCELLATIONS AND NO-SHOWS

In order to provide the most effective service for all riders, you must notify The LIFT office of the need to cancel a trip as soon as possible, but **no less** than two hours prior to your scheduled pick up time. Cancellations not made in accordance with the above will be treated as a "No Show". Riders completely failing to cancel a trip will also be given a no show. All riders receiving a no show will be required to pay the fare for the no show trip. Each rider will be given the opportunity to pay the fare for the no show on his/her next LIFT trip. If the rider does not pay the fare due on the next trip, the rider will not be

scheduled for future trips until the fare is paid. Riders will be notified in writing that they have received a no show.

Cancellations should be made at **215-7850**. Trips that have been canceled at least two hours in advance of the scheduled reservation will not count against a rider as a no show.

Passengers accruing three (3) no shows within a calendar month may be suspended for up to twenty (20) weekdays. During that period passengers must pay any owed No Show fares in order to resume service after the 20 weekday period. Passengers suspended from LIFT service are still permitted to ride KAT's fixed route system.

CARD EXPIRATION, RECERTIFICATION AND ELIGIBILITY CONDITIONS

Please note the expiration date on your identification card. In most cases, the card will expire two years from the date issued. If you allow your certification to expire, and attempt to make an appointment, you will be given a thirty-day extension on your certification. During that time period you will be sent a new application, which must be completed and returned to our office for re-certification. If an updated application is not received within the thirty-day extension period, your transportation privileges will be revoked until the re-certification process has been completed.

PROHIBITED

Smoking, eating or drinking on LIFT vehicles is prohibited at all times.

SAFETY

For safety, all riders must use their seatbelts and remain seated until the vehicle comes to a complete stop. All loose articles must be secured while riding The LIFT. Additionally, please be advised that your privileges may be suspended for disruptive or abusive behavior. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other passengers
- Verbal abuse of drivers, staff and/or other passengers
- Unlawful harassment having sexual, violent or racial connotations
- Unauthorized use of vehicle equipment
- Voluntary and repeated violation of riding rules including: smoking, eating and drinking on vehicles; refusing to remain seated; defacing equipment; treating staff, drivers or other passengers in a rude or discourteous manner; refusing to comply with other requirements specified in this guide

If your disruptive behavior is due to a disability and is beyond your control, The LIFT may require you to travel with a Personal Care Attendant. If your Personal Care Attendant cannot help to control your behavior, and/or a safety problem continues to exist, your service may be disallowed.

RIDER RESPONSIBILITIES

- Read and abide by all sections of The LIFT Handbook
- Be ready to depart at pickup location during your entire one-hour pickup window. Drivers may arrive anytime during that window. Trips for which the rider is not prepared to depart will be treated as a “No Show” and the driver will proceed on.

- Cancel unneeded rides as soon as possible. Cancellations made less than two hours prior to travel time will be considered a “No Show”.
- Pay the correct fare in cash or tickets. A fare must be paid each time you board the vehicle.
- Avoid distracting the driver or annoying other passengers with inappropriate, unsafe or discourteous behavior.
- Maintain wheelchair or other mobility device in a safe condition.
- Expect to share the ride; others may be picked up after or dropped off before you reach your destination.
- Maintain acceptable standards of hygiene.
- No eating, drinking or smoking on board.
- No riding while under the influence of alcohol or illegal drugs.
- Do not litter the vehicle.
- Do not use radios, cassette players, compact disc players, or other sound generating equipment without headphones.
- Treat drivers, office staff, and other riders with respect and courtesy, both through communication (in person or on the phone) and your actions

Please be reminded that drivers are **not permitted** to:

- Enter a rider’s residence or go beyond the public entrance of buildings.
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dress or tend to activities related to personal comfort or hygiene.
- Lift or carry riders.
- Carry riders, with or without mobility devices (wheelchairs, etc.) up or down steps.
- Carry riders’ packages or other personal belongings.

UPDATING INFORMATION

The LIFT uses information provided on your initial application. If you have any changes in address, telephone number, or mobility devices please be sure to notify The LIFT office prior to booking a trip.

CUSTOMER SERVICE

All service inquiries and complaints should be directed to KAT at 215-7850. Please call us if you experience any problems or if you have any suggestions regarding our service. We strongly encourage you to communicate with us as your input assists us in providing you with the best possible service.

FIXED ROUTE SERVICE

Please note that if you qualify for The LIFT service, you also qualify for Senior, Disabled and Student fares on the regular route service. SDS fares on regular route service are at half the current regular route fare, and seniors ride for free with a Freedom Pass.