

FLEX

PARATRANSIT GUIDE

WELCOME TO **FLEX**

FLEX is an enhanced paratransit curb to curb origin-to-destination, shared-ride service meeting the needs of the individuals that need accessible transportation.

You will find all the information you need to use FLEX within this guide. Please review the service information carefully and call 928-453-7600 with any questions.

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HOW TO USE FLEX

Who can Ride

FLEX service is for seniors (60+ years), and ADA-certified patrons (regardless of age) within the city limits.

How much does it cost

FLEX service is \$3.00 each ride.

FLEX uses a cashless fare system so no tokens or tickets are needed. Contact Dispatch to set up your account before you ride.

A Personal Care Attendant (PCA) can accompany a FLEX customer for no additional cost. Other companions, or guests may ride for the same price as the customer, if space is available.

Curb-to-Curb Assistance Policy

Operators are trained to provide minimal assistance only. Operators will provide assistance to customers entering and exiting the vehicle which includes securing the customer in a seat or wheelchair restraints and handling a very limited amount of light weight packages into and out to the vehicle.

Scheduling a Ride

FLEX makes every effort to schedule your trip for the time requested. In the event the specified time requested is not available, you may be asked to consider an alternate time within one hour before or after your requested time. Trip reservations are accepted from one (1) to seven (7) days in advance of the desired travel date. FLEX does not provide same day reservations.

Before calling to schedule a ride, please have the following information available for each trip:

- Travel date(s) and time(s)
- Trip origin and destination addresses
- Gate or security code, and any other special instructions
- Mobility device and service animal information
- Personal Care Attendant (PCA), or companion, traveling with you

Shared Rides

Paratransit service is a public transportation service. Whenever possible, Paratransit service will schedule rides with multiple customers. This means you will be sharing rides with other persons with disabilities. Please be a courteous customer. Travel times are estimated to be similar to fixed-route travel times so customers who require medication or oxygen at regular intervals should plan accordingly.

Ready Window & Customer Responsibilities

FLEX operates within a thirty-minute ready window and vehicles arriving during the window are considered on-time. The ready window is fifteen (15) minutes before and fifteen (15) minutes after your scheduled pick-up time. For example, if your pick-up time is 10:30 a.m. you should be ready for the FLEX vehicle to arrive between 10:15 a.m. and 10:45 a.m. Customers are expected to be prepared to board the FLEX vehicle anytime within the ready window. A FLEX vehicle arriving within the ready window will wait two (2) minutes for you to board the vehicle.

Changing or Canceling a Reservation

Please notify us immediately if your plans change or you need to cancel a scheduled trip. Trip cancellations must be done at least one (1) hour in advance. FLEX customers are subject to the FLEX No-Show and Late Cancellation Policy, which was provided to you with your eligibility determination letter. A scheduled trip is recorded as a no-show if the customer is not at the pick-up location within two (2) minutes after the vehicle arrives within the ready window. A Late Cancellation occurs when a customer does not call FLEX to cancel their trip reservation at least two (2) hour before the agreed upon pick-up time. To cancel a trip reservation, call 928-453-7600. You may leave a message to cancel your trip.

Personal Care Attendants, Guests, and Companions

A Personal Care Attendant (PCA) may travel with any FLEX customer who, without the assistance of such an attendant, would be unable to complete the trip successfully or safely. It is the customer's decision if they will need a PCA for a particular trip. Please let reservation staff know if you will be traveling with a PCA, guest or companion.

Your PCA may accompany the customer at no cost and is responsible for providing any medical and/or personal care for the patron before, during, and after FLEX travel. PCA's must board and disembark at the same location(s) as the FLEX customer and complete the trip with the FLEX customer.

Guests/Companions may accompany the customer on any trip subject to space availability and will pay the same fare as the customer. PCA's, guests, and companions are subject to the Lake Havasu City Transit Rider Code of Conduct.

Shopping Trips

To ensure timely service, customers are expected only to bring what they can safely carry on their own in one trip or with assistance of a personal care attendant (PCA). Customers must keep their packages secure, and packages may not occupy another needed customer seat or obstruct the aisle way. Customers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

Carry-On Items

While our goal at FLEX is to provide accessible transit service, the safety and comfort of our passengers is our primary concern. Passengers should restrict carry-on items to those that will neatly fit in the space either on the floor between their feet or on their lap. Carry-on items must not be allowed to intrude into the seating or floor area of other passengers and they must remain under the control of the passenger or PCA who brought them on board.

Traveling with Animals

Service animals trained to assist with activities of daily living or to perform tasks for persons with disabilities may ride on any FLEX vehicle when aiding customers with disabilities. The customer is responsible for ensuring the animal has received appropriate vaccinations and for the animals' conduct while on board. Please let staff know when scheduling your trip that you will be traveling with a service animal.

Customer Conduct

Lake Havasu City Transit has established the Rider Code of Conduct to promote the safety and comfort of its customers, to facilitate the proper use of transit facilities and services, to protect transit facilities and employees, to assure the payment of fares and to ensure that transit vehicles and facilities are safe, welcoming and provide equitable access for transit customers.

Failure to follow FLEX Paratransit service policies or an operator's safety instructions, or engaging in violent, seriously disruptive, or illegal conduct by FLEX customers or persons associated with FLEX customers is prohibited. In response to prohibited conduct, FLEX shall take appropriate and immediate action as outlined in the Rider Code of Conduct, up to and including the temporary suspension or possible termination of FLEX services. The policy is available for download at www.transit.org, by calling 928-453-7600.

Mobility Device Requirements

FLEX will accept any wheelchair or mobility device on its vehicle, provided that the combined weight of the wheelchair and passenger does not exceed the maximum specifications provided by the lift or ramp manufacturer. If you are concerned that your mobility device may exceed these limits, please call us at 928-453-7600.

Customer Safety

All FLEX customers and their mobility devices must be safely and appropriately secured using available lap belt and floor securements. Vehicle operators will appropriately secure wheelchairs and scooters. All passengers in a FLEX paratransit vehicle not secured in a mobility device are required to wear seatbelts.

Subscription Service

Subscription service is available for customers who travel to and from the same destination at the same time at least (2 to 3) times a week. To qualify for this service the rider needs to put a request in writing to Lake Havasu City Transit. FLEX offers subscription service as an optional component of service. To be considered for subscription service, a person must demonstrate a pattern of no excessive cancellations or no-shows. Subscription services are allowed under the Americans with Disabilities Act (ADA) of 1990 but not mandated. If your application is not approved due to capacity reasons, you will be placed on a waiting list and you will be notified when a space becomes available. Once approved for subscription services on FLEX, subscription trips are automatically scheduled each week and reservation calls are not necessary.

Reasonable Modification

Lake Havasu City Transit Reasonable Modification Policy is accessible on the Lake Havasu City Transit website www.lhctransit.org or can be requested by calling 928-453-7600. FLEX will make all reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy its programs, services, and activities.

ELIGIBILITY & ENROLLMENT

Certification

To be eligible for enhanced paratransit service an individual would submit a completed application to the Transit Division office. Within 21 days, staff will review the application and render an eligibility decision. The completed application includes a healthcare professional attesting to the applicant's disability and that such disability would prevent the applicant's independent use of fixed route transit. Eligibility is not based solely on a medical diagnosis. We will utilize information provided on your application and medical information provided by your physician to make an eligibility determination.

Documents and applications will be made available in one or more accessible formats, upon request. FLEX applications may be obtained on our website at www.lhctransit.org or by calling 928-453-7600.

Recertification

Approved FLEX customers are required to recertify their eligibility every three (3) years. Customers will be notified approximately forty-five (45) days prior to the expiration date of their FLEX service eligibility of the need to recertify. Customers who do not recertify prior to their expiration date risk service disruption. In addition, FLEX reserves the right to review a customer's eligibility at any time. In such cases, additional or corroborating information maybe required to maintain eligibility.

Customers are responsible for keeping FLEX informed of any changes in functionality that may affect their eligibility status including: changes in residential address; home or work telephone numbers; and emergency contact person(s); significant improvement or deterioration of mobility skills; the presence of a communicable or contagious disease; or, the use of adaptive devices or mobility aids. If a person designated to act on a customer's behalf is added or changed from the first eligibility certification, that information must be submitted to FLEX.

Appeals Process

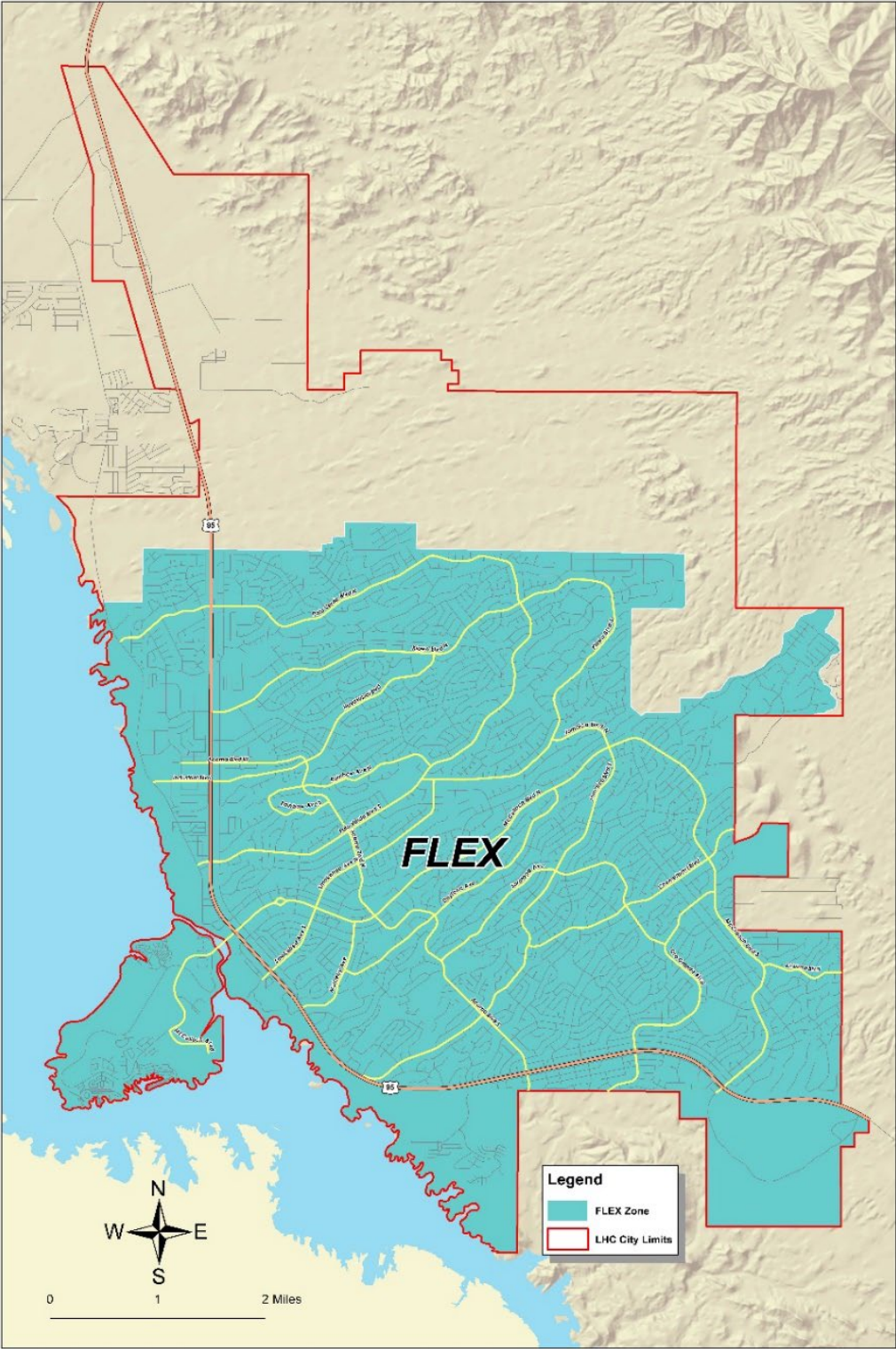
Right to Appeal if the paratransit application has been denied or late cancellations and/or no shows have accumulated to the point where a suspension will be imposed the customer or the customer's representative may file a verbal or written appeal for a review of all late cancellations and/or no shows or denied application reason. Paratransit service will continue while the outcome of the appeal is decided.

You have the right to appeal any decision concerning your eligibility status. The details of your right to appeal and the appeal process are outlined in the eligibility determination letter you receive. Upon receipt of the applicant's written notice of appeal, management will conduct a review of the initial determination and provide you a written review decision within thirty (30) days.

FLEX customers who are determined to no longer be eligible during the recertification process and who appeal before their service expires may continue to use FLEX until a final decision is made. Applicants who do not appeal within sixty (60) days of their recertification notice may be required to complete a new application.

SERVICE ZONE

FLEX service is shown in the map below.



Dispatch Service Hours

FLEX reservations can be booked through dispatch service hours are Monday to Friday 9:00 a.m. to 4:00 p.m.

How to Contact FLEX

| | Day of The Week | Time of Day | Number to Call |
|--------------------|-----------------|--------------|----------------|
| To Schedule a Trip | Monday - Friday | 10 AM - 3 PM | 928-453-7600 |

Holidays

FLEX service is **NOT** available on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day