



LHC DIRECT
PARATRANSIT GUIDE

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HOW TO USE PARATRANSIT

What is Paratransit

Paratransit is a specialized transportation service designed to provide accessibility for individuals with disabilities or mobility challenges, ensuring they can travel to various destinations within the service area. Paratransit is not replacement for medical transportation service.

While Paratransit services can accommodate trips to medical appointments, non-emergency medical visits, and other quality-of-life destinations, they are not equipped to handle urgent medical situations, such as transportation to an emergency room or critical care facility. For medical emergencies or specialized care, customers are encouraged to contact emergency medical services (EMS) or arrange transportation through a dedicated medical transport provider, such as a Non-Emergency Medical Transportation (NEMT) service.

Who can Ride

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

How much does it cost

The fare to ride Paratransit is \$3.00 per customer each way

For health and safety precautions we use a cashless fare system. You will need to contact Dispatch to find out how to set up your account.

Curb-to-Curb Assistance Policy

Drivers are trained to provide minimal assistance only. Drivers 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 number of light-weight packages into and out of the vehicle.

Scheduling a Ride

Paratransit service operates Monday through Friday from 9:00 am to 4:00 pm. Closed weekends and City recognized holidays.

Our dispatchers make 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. Trip reservations are accepted from one (1) to seven (7) days in advance of the desired travel date. We do not provide reservations for the same day.

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

Customers' trips may be shared with other passengers traveling in the same direction, optimizing resources and costs.

Ready Window & Customer Responsibilities

Rides need to be scheduled in advance; this allows dispatchers to plan routes efficiently based on demand. Our Paratransit service operates within a thirty-minute ready window and vehicles arriving at 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 vehicle to arrive between 10:15 a.m. and 10:45 a.m. Customers are expected to be prepared to board the vehicle anytime within the ready window. A vehicle arriving within the ready window will wait two (2) minutes for you to come out and board the vehicle.

Changing or Canceling a Reservation

Please notify us immediately if your plans change or you need to cancel a scheduled trip. To cancel a trip reservation, call 928-453-7600. You may leave a message to cancel your trip. There is no charge for cancelling a ride

Note: Ride cannot be cancelled once you have boarded the transit vehicle

Personal Care Attendants, Guests, and Companions

A Personal Care Attendant (PCA) may travel with any 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 travel. PCA's must board and disembark at the same location(s) as the customer and complete the trip with the customer.

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 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 customers, and they must remain under the control of the customer or PCA who brought them on board.

Traveling with Animals

Customers traveling with service animals.

A service animal is any guide dog or signal dog trained to work or perform tasks for an individual with a disability. Beginning on March 15, 2011, only dogs are recognized as service animals under Titles II and III of the ADA.

*Be sure to inform the dispatcher when you are scheduling your trip that you will be traveling with a service animal.

You are responsible for the care and supervision of your animal while on board. If you are planning on riding LHC DIRECT with a service animal, please follow these guidelines:

- Service animals are to be under the control of their handler at all times.
- The animal must remain at your feet or on your lap.
- Animals must be clean and groomed
- The animal must not be allowed to act aggressively or overly friendly towards people or other animals.
- You are responsible for any damage or soiling caused by the animal.
- Animals can be prohibited from boarding if it poses a threat to the transit driver or customer.

*Transporting Pets / Comfort Animals:

LHC DIRECT will transport pets as long as the pets are completely enclosed in a commercial pet carrier. Carriers must fit on the customer's lap or beneath the seat. For safety reasons transit drivers are not permitted to carry cages or kennels on or off the transit vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you. The animal must not be aggressive towards other animals. You are responsible for any damage or soiling caused by the animal.

*NOTE: The ADA does not prohibit a transit agency from choosing to accommodate pets and comfort animals, which would be a local decision. Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities.

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 Lake Havasu City Transit service policies or an operator's safety instructions, or engaging in violent, seriously disruptive, or illegal conduct by customers is prohibited. In response to prohibited conduct, Lake Havasu City Transit 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 transit services. The policy is available for download at <https://www.lhcaz.gov/transit/home> by calling 928-453-7600.

Mobility Device Requirements

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

Reasonable Modification

Lake Havasu City Transit Reasonable Modification Policy is accessible on the Lake Havasu City Transit website <https://www.lhcaz.gov/transit/home> or can be requested by calling 928-453-7600. Lake Havasu City Transit 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.

Certification

To be eligible for paratransit service an individual would submit a completed application to the Lake Havasu City Transit 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 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 format, upon request. Paratransit applications may be obtained on our website or by calling our office at (928) 453-7600.

Recertification

Approved paratransit customers are required to recertify their eligibility every three (3) years. Customers will be notified approximately thirty (30) days prior to the expiration date of their paratransit service eligibility of the need to recertify. Customers who do not recertify prior to their expiration date risk service disruption. In addition, Lake Havasu City Transit reserves the right to review a customer's eligibility at any time. In such cases, additional or corroborating information may be required to maintain eligibility.

Customers are responsible for keeping Lake Havasu City Transit 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 Lake Havasu City Transit.

Appeals Process

You have the right to appeal against 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 with a written review decision within thirty (30) days.

Paratransit customers who are determined to no longer be eligible during the recertification process and who appeal before their service expires may continue to use Paratransit 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.

Cancellations and No Shows

Types of Cancellations

- Late Cancellation: Cancelled less than two hours before scheduled pick-up time; recorded as a no-show.
- No Show: Vehicle arrives within the scheduled 30-minute pick-up window and the customer is not ready or refuses the ride.
- Missed Trip: Vehicle fails to arrive or arrives outside the scheduled 30-minute pick-up window; this is not recorded as a no-show

Cancelling a Trip

- Lake Havasu City Transit Dispatch at (928) 453-7600 to cancel a scheduled trip.
- Trips must be cancelled at least two hours before the scheduled pick-up time.
- Cancellations made less than two hours in advance are considered late cancellations, which are recorded as no-shows.

Patterns of No-Shows or cancellations

A repeated pattern of no-shows or cancellations may result in suspension of service.

A pattern is defined as:

1. Five no-shows or cancellations in a calendar month, or
2. 20% of total trips booked in that month are no-shows or cancellations.

Consequences of Violations

- 1st violation: Warning letter
- 2nd violation: 7-day suspension
- 3rd violation: 14-day suspension
- 4th violation: 21-day suspension

If a customer misses a trip, any return or additional rides are not automatically cancelled. Please call Dispatch to cancel them.

Late Cancellations and No Shows Beyond the Customers Control

Customers will not be penalized for late cancellations or no-shows caused by:

- Sudden illness, emergency, or appointment delays
- Inclement weather
- Driver error or vehicle arriving outside the pick-up window
- Other unforeseen circumstances

Contact Dispatch at (928) 453-7600 to report these situations.

Right to Appeal

- If a suspension is pending, customers or their representative may appeal in writing.

- Submit appeals via:

Email: Transit@lhcaz.gov

Mail: Lake Havasu City Transit
900 London Bridge Rd. Bldg. B
Lake Havasu City, AZ. 86404

- Service continues while your appeal is being reviewed.

Dispatch Service Hours

Paratransit appointments can be made Monday – Friday 9:00 a.m. – 4:00 p.m.

Phone number 928-453-7600.

City Observed Holidays

Paratransit is not available on the following Lake Havasu City observed 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

Map of Service Area

