

SCHEDULING YOUR RIDE:

When you receive your eligibility certification, you will receive a Handi-Ride I.D. number and card. You will be required to use this number when making reservations. Reservations can be made from three (3) days in advance of your requested ride until 5:00 p.m. the day before. You may call as early as 8:00 a.m. to schedule your ride, and reservations are taken seven (7) days a week. Handi-Ride does not accept same day reservations for riders.

Handi-Ride pick-ups are based on a thirty (30) minute window. You will be given that pick-up window when making your reservations. For example, if you have a 2:00 p.m. pick-up, the driver may arrive anytime between 1:45 and 2:15 and be considered on time.

If you will be riding with a personal care attendant (PCA) or companion (guest), please tell the reservationist. A PCA may accompany a certified Handi-Ride user at no additional charge. Your file must indicate that you are eligible to have a PCA travel with you. Companions must pay the \$3.00 Handi-Ride fare, just as you do. If you want to have more than one companion travel with you, it will depend on space availability.

HOW TO BOARD:

Please have the correct cash fare or ticket when boarding the Handi-Ride vehicle. The fare is \$3.00 per trip. Handi-Ride is a curb-to-curb service, not door-to-door. Please meet the vehicle at the curb when it arrives. Handi-Ride is a shared ride service. It is public transportation and others may share a ride with you.

Please be ready to board the vehicle immediately upon its arrival. The driver will wait no longer than 5 minutes for you at the pick-up location.

Your safety is very important to us. Please comply with Handi-Ride rules, and be considerate of your driver and fellow passengers. Each certified rider is limited to two (2) grocery bags or similar sized carry-on packages. The operator cannot carry packages for anyone. We welcomed trained services animals, but they must be kept under your control.

CANCELLING AND CHANGING YOUR RIDE:

If you wish to cancel your Handi-Ride trip, you must do so at least two (2) hours before your pick-up window. If your Handi-Ride arrives and you do

not board, and have not cancelled with enough time in advance, you will be charged the full fare for the ride and you will be charged with a “No Show”. If you have too three “No Shows” or “late cancellations, you may be subject to suspension of service.

Handi-Ride drivers cannot take scheduling changes, cancellations, etc., from you. All changes or cancellations must be called into the Handi-Ride reservations office. Cancellation numbers as well as reservation numbers are given at the time of booking or cancelling. Make a note of your confirmation number for future reference. If you are unable to speak with someone when you call, leave a message with the reservation or cancellation information and request a call back to receive your confirmation number.

SOUTHSIDE/PENINSULA TRANSFERS:

If you would like to travel between the Southside and Peninsula or vice versa, you must reserve a ride with Handi-Ride for transportation to and from the Route 961 bus, unless you have other options. Handi-Ride vehicles do not make trips from one side to the other. Your tip can be made with transfers between the Handi-Ride vehicle and the bus, which is wheelchair accessible. The one-way fare is \$3.00 and transfers are free. You must make sure that you schedule your Handi-Ride trip to accommodate the Route 961 bus schedule. Remember that traffic delays sometimes occur. Be sure to let Handi-Ride dispatch know the time you need to meet the Route 961 bus and when it is due to arrive on the other side.