

# WHEELS RIDER GUIDE



Effective: October 16, 2023

Revised: May 2, 2024

Key Contact Information:

- Schedule a Ride: (859) 233-3433
- Provide feedback: (859) 244-2030
- <https://lextran.com/accessibility/wheels-paratransit/>

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## Introduction

Welcome to Wheels, Lextran's door-to-door public transportation service. This Rider Guide outlines the policies and procedures for individuals utilizing the Wheels transportation service if eligible. Please read it carefully.

Wheels paratransit is a door-to-door public transportation that is complementary to Lextran's fixed-route service for people with disabilities.

"Complementary" service means trip times are intended to be comparable to a fixed route bus trip, not necessarily comparable to a trip on Uber or Lyft, or a personal vehicle. All Wheels passengers must qualify for the service via an application that is completed by the individual and a licensed medical professional.

This Wheels Rider Guide is available in alternative formats and languages upon request.

## Riding Basics

### Paratransit Service Area

Wheels provides door-to-door paratransit services to eligible riders traveling within Fayette County. Complementary Wheels trips are those that begin and end within  $\frac{3}{4}$  mile of a Lextran fixed-route bus route, during the hours of operation of the fixed-route service. Premium Wheels trips are those that begin or end outside of  $\frac{3}{4}$  miles of a Lextran fixed route. All trips are limited to Fayette County. A map of Wheels' service area can be found on Page 25.

### Fares

Customer fares are assessed on a one-way trip basis. Fares must be paid in cash or through pre-paid Wheels passes. The fare structure is below:

Complementary Trips (within  $\frac{3}{4}$  mile from a Lextran fixed-route, during the hours of operation of the fixed-route service):

\$1.60 per one-way trip  
\$1.60 per add-on trip

Premium Trips (trips that begin or end outside  $\frac{3}{4}$  mile from a Lextran fixed-route)

\$2.00 per one-way trip  
\$2.00 per add-on trip



## Hours of Operation

Wheels operates its transportation service seven (7) days a week, 365 days a year.

Monday – Friday:	5:21 a.m. - 12:30 a.m.
Saturday:	5:23 a.m. – 12:30 a.m.
Sunday:	5:41 a.m. – 9:30 p.m.

To schedule or cancel a ride, Reservationists are available during the following times:

Monday through Friday:	7:00 a.m.- 4:45 p.m.
Saturday:	8:00 a.m. - 4:45 p.m.
Sunday:	8:00 a.m. - 4:45 p.m.

## Holiday Hours

Customer service hours on all holidays are from 8 a.m. to 4:45 p.m.

## Wheels Passes

Wheels passes are prepaid tickets to ride Wheels. Passes may be purchased by calling (859) 255-1280. Passes can be mailed to your home address. Please indicate if you need complementary or premium passes when ordering and allow 7-10 business days for processing. In-person purchasing and pick-up for passes is available at Wheels Offices from Monday – Friday, 8:00 a.m. to 4:00 p.m.

Wheels Offices  
1450 Newtown Pike  
Lexington, KY 40511  
(859) 255-1280

## Customer Complaints, Commendations, and Feedback

Wheels values customer feedback about our services. If you have a complaint, commendation, or feedback, you can do one of the following:

- Call the complaint line at (859) 244-2030
- Contact Lextran’s Compliance Specialist at (859) 255-7756
- Fill out the complaint form on Lextran’s website located at <https://lextran.com/about-lextran/contact-us/>
- Email [compliance@lextran.com](mailto:compliance@lextran.com)

When filing a complaint, please include the following information:

- Passenger’s name
- Passenger’s contact information
- Date and time of the incident



- Location of the incident
- Brief description of the incident
- Name(s) of any Wheels or Lextran employees you spoke to

Examples of complaints that should be reported include:

- A driver fails to provide required assistance.
- Improper securement of a wheelchair or failure to provide door-to-door service.
- A driver used a cellphone while driving.
- Late pickup or drop-offs.
- You feel your travel time on board or wait time was excessively long.

You may also send written correspondence to:

Lextran Compliance Specialist  
200 West Loudon Ave.  
Lexington, KY 40508

## Wheels Transportation Program Contacts

The Wheels Transportation Program is operated by RATP Dev and funded by Lextran. For more information please contact:

Byron Robinson  
General Manager  
1450 Newtown Pike  
Lexington, KY 40511  
(859) 233-3433  
[byron.robinson@ratpdev.com](mailto:byron.robinson@ratpdev.com)

Lextran Compliance Specialist  
200 West Loudon Ave.  
Lexington, KY 40508  
(859) 255-7756  
[compliance@lextran.com](mailto:compliance@lextran.com)

## Lextran Fixed-Route Service

All Wheels riders can utilize Lextran's fixed-route service at no charge with a yellow ID card that is issued at the Downtown Transit Center. After receiving your Wheels approval letter contact the Lextran Compliance Specialist for instructions on obtaining this ID card. You can also receive travel training to learn how to utilize the Lextran fixed-route system. If training is something you would be interested in, please contact Lextran Community Relations. Both contacts can be reached at (859) 255-7756.



## Eligibility

The Americans with Disabilities Act requires interested persons to complete an eligibility process for ADA complementary paratransit service. See below to apply for eligibility:

Website: [www.biokinetix.com/lextran](http://www.biokinetix.com/lextran)

Phone: (859) 244-2030

Fax: (717) 635-3674

Mail: KORT Physical Therapy, Attn: Lextran Paratransit, 1650 Bryan Station Rd., Suite 122, Lexington, KY 40505

## Notification of Eligibility

You will be notified of your eligibility status within 21 days after the completion of the application process. If you have not been notified within 21 days of submitting your application, please contact BLOKINETIX. If a decision has not been made within 21 days of a completed application process, paratransit service will be provided to you until a final decision regarding your eligibility is made.

## Paratransit Eligibility

Once the application has been completed and reviewed, the applicant will receive notification to schedule an in-person assessment at KORT Physical Therapy. Once the in-person assessment is complete, the applicant will receive a written letter describing their eligibility.

There are four types of eligibility which would allow persons to be eligible for the Wheels program. Your eligibility notification letter will explain which type you are qualified for. The eligibility status types are:

### (1) Unrestricted Eligibility

Unrestricted eligibility is given if you cannot navigate the fixed-route transit system. Also eligible is anyone who, because of a disability, cannot travel to or from the bus stop due to, for example, distance, terrain, weather, safety, or other obstacles that impede them due to their disability. To trigger eligibility, the obstacles must hinder the individual beyond simply being inconvenient. If either of these situations exists, you will be able to take your transit trip on a paratransit vehicle.

### (2) Conditional Eligibility

Conditional eligibility is given if you are able to navigate the fixed-route transit system for some trips, but not all trips. Examples include being unable to wait for the bus when it is extremely hot or extremely cold, having night blindness but sufficient vision during the day, and a lack of accessible architecture around frequently used fixed-route stops (i.e. no curb cuts). You will be expected to use paratransit only when the conditions stated in your eligibility letter are present.

### (3) Temporary Eligibility

Temporary eligibility is given if you are experiencing a health condition that is expected to improve but, for a limited time, the condition prevents you from riding a fixed-route bus. Until the health condition improves, you can take your transit trip on a paratransit vehicle.

### (4) Visitor Eligibility

Visitors to the Fayette County area who are unable to use the fixed-route bus service because of their disabilities are eligible to use Wheels. Visitors must either present documentation that they are eligible for ADA paratransit service in their home area or document their place of residence and the limitation that prevents them from using the fixed-route bus. The Wheels transportation program will provide paratransit services to visitors for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service.. To use paratransit service beyond the 30-day period, the visitor must apply for eligibility as if they were an area resident. Please contact Lextran to receive visitor eligibility at (859) 255-7756.

## **Recertification of Eligibility**

Each Wheels customer must be recertified at least every three years. It is the customer's responsibility to reapply for services prior to the eligibility expiration date. If a customer fails to renew paratransit eligibility, they will be ineligible for service until they are determined eligible in the recertification process. It may be necessary to reevaluate an individual's eligibility before their eligibility ends. BLOKINETIX will contact customers via the address or email on file for recertification, so customers are encouraged to keep their contact information up to date.

## **Eligibility Appeals Process**

If you do not agree with a paratransit eligibility decision, you have the right to appeal the adverse decision. Appeals can be held in-person, over the phone, via Zoom, etc. To the maximum extent feasible, Lextran will ensure that the members deciding appeals were not involved in the applicant's initial eligibility determination. Appeals must be made in writing and must be received within 60 days of the determination. Please contact BLOKINETIX to file an appeal using the contact information listed below:

Website: [www.biokinetix.com/lextran](http://www.biokinetix.com/lextran)

Phone Number: (859) 244-2030

Lextran will grant current customers/recertification applicants temporary paratransit service during the appeal process if a completed Hearing Request form is received by Lextran within 10 calendar days of receipt of a denial letter. Lextran does not offer temporary paratransit service to new applicants during the appeal process. If an appeal determination has not been made within 30 days of your appeal hearing, Lextran will provide you with paratransit service from the 31st day until an appeal decision is made.



## Fixed Route Reduced Fares

If the applicant is found to be not eligible for paratransit services, they may be eligible for reduced fares on Lextran buses. A brief application is required. Applications are available on Lextran’s website or at the Downtown Transit Center. Seniors must provide an appropriate, government issued ID to verify their date of birth along with a completed application. A licensed healthcare professional must complete the designated portion of the form to verify the applicant’s eligibility if an applicant is applying due to a disability. Lextran provides reduced fare IDs which are solely processed at the Downtown Transit Center. Lextran’s website is listed below for pertinent information:

Website: [lextran.com/accessibility/reduced-fares](http://lextran.com/accessibility/reduced-fares)

## How to Use Wheels

### Scheduling a Trip

Wheels operates on a next-day service reservation basis. Trips are accepted from 14 days in advance and up to 4:45 p.m. on the day before the requested service. Wheels does not accept same-day trip reservations.

Trips can be scheduled by calling (859) 233-3433 Monday through Friday 7:00 a.m.- 4:45 p.m. and Saturday – Sunday 8:00 a.m. - 5:00 p.m. Reservations are made in the order that they are received and without regard to trip purpose. Individuals may ride Wheels for any purpose and prioritizing one type of trip (i.e., medical trips) over another type of trip (i.e., shopping trips) is strictly prohibited.

Please have the following information readily available when making a reservation:

- Your name
- A telephone number where you can be reached
- The date(s) and time(s) of your requested reservation, you may request either a pickup time or a drop-off time, but not both
- Exact street address of trip(s) origin and destination
- Whether a PCA and/or companion(s), including children, will be traveling with you
- Whether you or your companions will be using a wheelchair or other mobility aid
- If you will have a service animal accompanying you

When scheduling appointment-based reservations (such as doctor appointments), please let the reservationist know what time you must arrive at your appointment. Your “going” trip for appointments will be scheduled based on the time that you need to arrive (drop-off), and your “return” trip will be scheduled to the desired pickup time (pickup).

Please remember that you’ll be sharing your trip with others, and flexibility regarding use of the Wheels transportation service is required of everyone using such service when using Wheels services.

## **Trip Negotiations**

Wheels may negotiate pickup times with a passenger. During negotiation, Wheels may not require a passenger to schedule a trip to begin more than 1 hour before or after the passenger's requested time. For example, if a passenger requests a trip with a 9:00 a.m. pickup time, Wheels may offer a pickup time between 8:00 a.m. and 10:00 a.m.

Negotiations are subject to passengers' practical travel needs. For example, if you are off work at 4:00 p.m. and request a 4:00 p.m. pickup time, you will not be offered a pickup time while you are still working. You may be offered a pickup time as late as 5:00 p.m. and this is considered reasonable.

## **Canceling Your Trip**

Wheels asks that requested trips be canceled as soon as possible. To cancel a scheduled trip, please call (859) 233-3433. Cancellations are accepted up to two hours before your scheduled pick-up window begins. Cancellations that occur with less than two hours' notice will be treated as a No-Show.

## **Changing a Trip**

Please contact Wheels before 4:45 p.m. the day prior to make changes to your previously scheduled trip. Same-day changes to trips cannot be accepted.

Drivers are not permitted to make changes to trip assignments and should not be asked to make changes to your trip, such as dropping you off at a different address.

## **Reasonable Accommodations**

If any reasonable modifications or accommodations are needed while scheduling a ride, boarding a vehicle, while onboard a vehicle, or while disembarking a vehicle please contact Wheels at (859) 233-3433.

## **Seatbelt Policy**

For your safety and that of your fellow passengers, the Wheels Securement Policy requires all passengers to wear both the lap belt and shoulder belts at all times while riding Wheels, in compliance with Wheels policy and applicable state laws. The belts are designed to protect you and others, and to prevent injury. Proper securement of mobility devices is mandatory

## **Personal Care Attendants (PCAs) and Companions**

Personal Care Attendants (PCAs) are defined as someone who is designated or employed to specifically help a passenger meet his or her personal needs and are always allowed to accompany Wheels passengers. PCAs may be a family member, friend, caregiver, and so forth. Drivers do not act as PCAs. Passengers with cognitive or memory disabilities who cannot be left alone safely are the responsibility of a PCA. No more than one PCA per customer is permitted.

Additionally, at least one companion may ride with Wheels passengers, upon request at the time of scheduling.

PCAs and companions must have the same origin and destination as the Wheels passengers. PCAs always ride for free and companions are subject to the same fare rate as Wheels passengers.

## Transporting Children

Kentucky State law requires all children under 40 inches tall to be in a child restraint system that meets DOT standards (i.e., a child/infant seat). Booster seats are to be used for any child under the age of eight (8) that is between 40 and 57 inches tall. All booster seats are supplied by and must be secured by the parent or legal guardian.

Children six (6) years or older pay the same fare as the Wheels passenger when they ride as companion of a Wheels passenger. Children under the age of six (6) ride for free.

## "No Strand" Policy

Wheels is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip, even if the customer fails to appear for boarding within the scheduled pickup window. In such cases, return service will be provided as soon as possible but may be delayed depending upon prevailing traffic and weather conditions and scheduling considerations.

If a customer is a No-Show for a trip originating from their home, a vehicle will not be sent back to the home to perform the trip. However, if a return trip was scheduled, Wheels will honor the return trip's scheduled pickup location.

Vehicles will not be sent for return trips in some circumstances including, but not limited to, the following:

- The customer booked a one-way trip to a location and did not schedule a return trip.
- The customer requests to disembark from the vehicle before reaching his/her destination.
- The customer refuses to follow applicable operational and/or safety policies required for transport.
- The customer demonstrates inappropriate, aggressive, threatening, or abusive behavior toward others.
- At times when transportation is not possible due to weather conditions, Acts of God, acts of terrorism, civil disturbances, work stoppage or any other natural disaster outside of Wheels control that may cause the suspension of service.

## On the Day of Your Trip

Wheels provides a "shared-ride" paratransit service, meaning that other riders with different destinations may be picked up and/or dropped off along the way to your destination. This can result in your trip taking longer than if you were to take a taxi or drive yourself. Because Wheels services are not designed to follow a direct route between an individual's pick-up and drop-off locations, we recommend that riders carry any medications with them in case their trips are delayed.

## **Pick Up Windows**

When you schedule your reservation, you will be given a 30-minute pickup window during which the Wheels vehicle may arrive. This window starts 15 minutes before the agreed upon negotiation time and ends 15 minutes after the agreed upon negotiation time. For example, if you reserve a pickup for 9:15 a.m., your window will be 9:00-9:30 a.m. The night before your scheduled reservation, you will receive an automated call reminding you of your pickup window.

Please be ready to board the Wheels vehicle at the start time of your pickup window.

## **Vehicle Arrival**

All passengers should be prepared to board the Wheels vehicle within 5 minutes of arrival at any time during the 30-minute pick-up window. Passengers are given 5 minutes to board or to give acknowledgement of immediate intent to board the vehicle from the time the bus arrives. If the driver is unable to locate the passenger who scheduled the ride within 5 minutes of their arrival, they will be instructed to begin the No-Show authorization process. Additionally, if the vehicle arrives and you no longer wish to take the trip, this is considered a “Client Cancel at the Door” and will be treated as a No-Show.

Wheels staff will first verify that the driver is at the correct location and make a good faith effort to call the customer before instructing the driver to depart. Customers who are not ready for boarding upon the driver’s arrival and have not provided the driver with the intent to board at the end of the 5-minute waiting period, will be considered a No-Show and subject to Wheels No-Show Policy. The Wheels No-Show Policy can be found on page 20.

## **Pickup at Exterior Doors**

Drivers may not enter buildings, lobbies, or cross residential thresholds. Passengers should be at or near an exterior street door to anticipate the arrival of the Wheels vehicle. For private residences, drivers may knock or ring a doorbell. Drivers may not ascend stairs in apartment buildings or other dwellings.

In nursing homes, passengers should be in the main lobby and ready to board during the 30-minute pickup window. Drivers are not permitted to go to rooms to pick up riders. Drivers may not assist riders into or out of nursing homes, so please ensure that staff are ready to assist passengers during boarding and offboarding. If an individual other than the passenger is responsible for the fare, please notify the dispatcher so the fare can be collected from the appropriate responsible party.

## **Subscription Service**

Subscription/standing order trips are provided for trips made on an on-going basis at the same time, to and from the same origins and destinations at least three times per week. Once a subscription trip has been reserved, you are responsible for calling and cancelling trips if you do not need them. Failure to cancel unwanted trips will result in a No-Show.

An example of a subscription trip would be a 9:00 a.m. trip (window 8:45 a.m. to 9:15 a.m.) from your home location to your work location every Monday through Friday each week. If you needed to change your time or location, the subscription trip would automatically be cancelled.

Subscription trips that fall on holidays will not automatically be cancelled. It is the responsibility of the passenger to cancel these types of trips.

## **Will-Call Trips**

For medical trips, when you are unable to predict when your appointment will be finished, your return trip will be set up as a Will-Call. An estimated time for your return trip will be entered but you must call Wheels at (859) 233-3433 to let them know you are ready to be picked up.

Will-call trips can result in wait times of up to one (1) hour from the time of your stating that you are ready to be picked up so please bring any medications or supplies you may need.

## **Canceling Your Trip**

Wheels asks that trips be canceled as soon as possible. To cancel a scheduled trip, please call (859) 233-3433. Cancellations are accepted up to two hours before your scheduled pick-up window begins. Cancellations that occur with less than two hours' notice are considered "late cancellations" and will be treated as a No-Show.

## **What You May Bring with You**

### **(1) Life Support Equipment**

You may bring a respirator, portable oxygen, or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Passengers must ensure that there is an adequate oxygen supply (3/4 or full) before boarding. Drivers are not authorized to operate life support equipment at any time.

### **(2) Service Animals**

Service animals are permitted onboard Wheels vehicles. A service animal is an animal that is individually trained to work or perform tasks. Passengers are responsible for maintaining control over their service animals at all times. Animals that pose a direct threat to the health or safety of other passengers or create a seriously disruptive atmosphere may be refused service.

### **(3) Other Small Pets**

Common pets such as small dogs, cats, rabbits, etc. may be transported in an enclosed, locked carrier. The passenger is responsible for carrying the animal in the carrier and the driver may only assist with loading and unloading. The carrier must be placed on the passenger's lap or stowed between the passenger's feet.

### **(4) Groceries and Other Personal Belongings**

- A passenger may carry only as many grocery bags, shopping bags, or laundry bags as the passenger can carry on and off the vehicle in one trip by themselves. Drivers will not assist in carrying personal items on or off the vehicle.

- A passenger carrying items on or off the vehicle must request the use of the lift or ramp if needed.
- All bags must be completely out of the aisle and secured by the passenger. If this is not possible, the driver may refuse to transport the passenger.
- Under no circumstances will bags be stored in the wheel well area or in an area that blocks access to either the front or rear doors.
- The bags may be stored in the wheelchair securement area if they are secured by the passenger. If the wheelchair securement area is needed for a passenger who uses a wheelchair as a mobility device, the passenger with the bags must move to another area.
- A passenger who uses a wheelchair as a mobility device is limited to the number of bags and other items that can safely be attached to the wheelchair. The number and location of the items must not interfere with the process of safely securing the wheelchair using a four-point tie-down.
- If the number of bags is too large to be accommodated, the driver may not allow the passenger to ride.
- Strollers and carts must be collapsed and stored.

## **Prohibited Items**

The following is a non-exhaustive list of items that are prohibited on Wheels vehicles:

- Fuel storage containers
- Explosives, including fireworks
- Knives (Cutting tools required for work are permitted)
- Car batteries (ADA approved equipment is permitted)
- Compressed gas bottles (ADA approved equipment is permitted)

## **Severe Weather**

Hazardous weather conditions, such as snow or ice, may cause Wheels service to be delayed or canceled. Wheels will make every attempt to keep service on the road for as long as possible. For your safety, drivers will use their discretion to determine road conditions during severe weather events. If streets, driveways, or sidewalks are not cleared for safe passage, the driver will not be able to complete the pickup.

If you are not comfortable traveling in such conditions, please call Wheels at (859) 233-3433 as soon as possible to cancel your trip(s).

## **Smoking, Eating, and Drinking on Vehicles**

Smoking, eating, and drinking on Wheels vehicles is strictly prohibited. If you must eat or drink something due to a health condition, please alert your driver in advance.

## Lost and Found

Wheels is not responsible for lost or stolen items. If you believe you have left something on a Wheels vehicle, please call (859) 233-3433 and provide your name, the date and time of the trip in which the item was lost, and a detailed description of the lost item.

If the item is found, it may be picked up, in person, at the Wheels office at 1450 Newtown Pike, Lexington, KY. Wheels is unable to deliver items to passengers.

## Infectious Conditions

To assure the safety of all passengers, Wheels must ensure there is no discharge of bodily fluids, open wounds, presence of infectious conditions, or insect infestation when traveling.

- Open sores, wounds, or discharge of bodily fluids must be fully covered or contained.
- If the driver is unable to secure a customer due to their condition, the customer will be refused transport.
- If a bathroom accident occurs while on board a Wheels vehicle, please discreetly notify the driver.

## Code of Conduct

Wheels passengers and drivers have the right to travel on Wheels vehicles in personal comfort and safety, and without the threat of physical or verbal abuse from other passengers. Passengers are expected to refrain from unsafe or unsanitary behavior and are prohibited from using abusive, vulgar, or disruptive language. Any passenger whose engages in violent, disruptive, or illegal conduct, or represents a direct threat to the health and safety of others may be refused and/or suspended from service.

## Responsibilities of Passengers

- Wait in a safe, well-lit location, at the exterior door of location.
- Allow the driver to assist you onto the vehicle and ask for special assistance if needed.
- Always wear a seatbelt and/or safety shoulder harness in Wheels vehicles.
- All personal belongings are the responsibility of the passenger. Items must be secured or tied down under the seat or next to the passenger. No items may block the aisleway.
- Carry personal belongings and packages to and from the vehicles.
- Cancel all unwanted trips with as much advanced notice as possible.
- Passengers may not request or refuse specific drivers, specific other riders, or specific vehicles, unless the vehicle sent is not accessible for your registered mobility device or equipment.
- Properly maintain mobility devices.
- Do not interfere with the driver while the bus is in motion.
- Treat others on the vehicle with courtesy and respect.



- Keep walkways and ramps sufficiently clear of obstructions, including snow and ice, to be safe for drivers and passengers.
- No smoking, eating, or drinking onboard unless eating or drinking is required for a health condition and the driver is alerted in advance.
- Animals in the home or the yard must be controlled so that they cannot approach a driver who comes to the door.
- Dress appropriately including shoes, shirts, and weather appropriate clothing.
- Audio devices are permitted with the use of assistive devices such as headphones, so that the volume does not disturb others.

## **Responsibilities of Drivers**

- Arrive at the scheduled location, within the scheduled pickup window, in a branded Wheels vehicle and be in uniform with a visible ID badge.
- Be courteous and professional at all times.
- Drive safely. This includes wearing a seatbelt and never using a cell phone while driving.
- Make a reasonable effort to locate the passenger prior to departing without the passenger.
- Must contact dispatch for No-Show authorization before departing.
- Maintain visual contact with the vehicle and customers, to the maximum extent possible.
- Assist all passengers to and from the vehicle to the exterior door of pick-up and drop-off locations.
- Assist passengers on/off the vehicle, operate vehicle lift if required, and ensure proper securement of the customer (including seatbelt securement) and mobility devices.
- Drivers are required to wait for at least five minutes upon arrival within the pickup window.

Additionally, drivers are strictly prohibited from:

- Entering or unlocking a passenger's private residence at any time.
- Assisting a passenger using a wheelchair up or down steps or curbs.
- Waiting with the passengers at their destination.
- Handling service animals or other small pets.
- Operating the controls of an electronically operated mobility device.
- Making unscheduled stops at the request of the customer.

## **Late Cancellation and No-Show Policy**

- A "No-Show" occurs when a customer does not present themselves for boarding the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window.
- A "Late Cancellation" occurs when a customer cancels a trip less than two hours before the start of the 30-minute pick-up window.
- A "Cancellation at Door" is when a customer cancels a trip after the driver arrives. This includes canceling via phone.



For purposes of this policy, a Late Cancellation or a Cancellation at Door will be considered a No-Show. A customer will be assessed only one No-Show for any specific pickup window.

- If a passenger has had five No-Shows in a 30-day calendar period, they will be subject to review. Wheels will mail a letter to the passenger notifying them of the review and what it means. The letter will provide a summary of the verified occurrences and information about appeals in the instances when service will be suspended.
- Suspensions occur when a determination has been made that a pattern or practice of No-Shows has occurred. A pattern or practice involves intentional, repeated, or regular actions that are not isolated, accidental or singular incidents.
- If you No-Show or late cancel because of circumstances beyond your control, please call Wheels at (859) 233-3433 to explain the circumstance and request the removal of the No-Show or late cancellation.

Trips that are cancelled less than two hours before their window or that are No-Showed by the passenger for reasons that are beyond the passenger's control may be excused. Examples of circumstances that do not count against the rider are:

- Illness that prevents the rider from traveling
- Family emergencies
- Transit agency errors
- Late pick-ups

If you receive a No-Show courtesy letter and believe that it has been issued in error, please contact Lextran at (859) 255-7756 to provide details.

## **Passenger Suspensions for No-Shows**

Wheels understands that riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Additionally, Wheels also understands that riders may sometimes miss scheduled trips for reasons that are beyond their control. However, repeatedly missing scheduled trips (or failing to cancel trips in a timely fashion) can lead to a suspension of service. The following information explains the Wheels No-Show policy.

### **Definitions**

1. **No-Show:** A No-Show occurs when a rider fails to board the vehicle for a scheduled trip when the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes before departing.
2. **Late Cancellation:** A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.
3. **No-Shows Due to Circumstances Beyond a Riders Control:**
  - a. Illness that prevents the rider from traveling
  - b. Family emergencies

- c. Transit agency errors
- d. Late pick-ups

Wheels will track scheduled trips, no-shows, and late cancellations by passengers. Passengers may be subject to suspension from service when there is a pattern or practice of no-shows within a thirty (30) day period. A pattern or practice is established by reviewing the following criteria:

- No-Shows and/or late cancellations represent twenty (20) percent or more of their scheduled trips; and/or
- The passenger has five (5) or more No-Shows and/or late cancellations within a thirty (30) day period.

Passengers will receive a courtesy letter explaining that they may be subject to suspension after having five (5) No-Shows within a thirty (30) day period. Passengers wishing to dispute specific No-Shows must do so within five (5) business days of receiving a courtesy or suspension letter. Passengers should contact Lextran to explain the circumstance and request the removal of the No-Show or late cancellation.

### **Passenger Suspensions for Inappropriate Behavior**

Wheels riders are expected to act appropriately when using this service. Riders who display any of the following actions will be suspended from service. These actions include, but are but not limited to:

- Vandalism
- Physical or verbal abuse of a driver or another passenger
- Sexual behavior
- Refusal to wear a seatbelt
- Smoking

An immediate suspension may result if a rider violates any safety policy or has a medical need that presents a clear and present danger to that individual, other passengers, or Wheels employees. A rider who is subject to an immediate suspension will be notified by phone and mail with information about how to appeal the suspension.

### **Suspension Terms**

- 1st violation will result in a one-week suspension from the service.
- 2nd violation will result in a two-week suspension from the service.
- 3rd and subsequent violations will result in a three-week suspension from the service.

### **Appeals**

If you receive a suspension letter and wish to appeal, you may file an appeal request by the deadline indicated in the suspension letter. A copy of the appeals process will be sent to you with your



suspension letter. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it causes a hardship for the passenger. All decisions will be made in writing and sent to the passenger.

## **Title VI Notice**

The Transit Authority of Lexington (Lextran) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Lextran through direct mail, electronic mail, website customer comment form, customer comment card, or by telephone.

For more information on Lextran's civil rights program, and the procedures to file a complaint, call (859) 255-7756; email the Lextran Title VI Coordinator at [title.vi.complaint@lextran.com](mailto:title.vi.complaint@lextran.com); or visit our offices at 200 West Loudon Avenue, Lexington, KY 40508. For more information, visit [www.lextran.com](http://www.lextran.com).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact Lextran at (859) 255-7756.

# Service Area Map

