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Purpose

The Lift is committed to providing safe, reliable, accessible, and user-friendly services to our customers, including those with disabilities. To ensure equal and safe access to all riders, this document provides an abbreviated version of The Lift's ADA Transit Policy. A full version of this document can be found by reaching out to the Transit Manager at CMcCarthy@wpgov.com.

Procedure

The Town of Winter Park provides complementary paratransit services to all eligible riders 7 days a week from 7am-2am to those who live within the Town limits of Winter Park and Fraser as well as the Meadowridge area, and within $\frac{3}{4}$ -mile of bus routes within the areas stated above. ADA Transit eligibility is either permanent or temporary and may be subject to conditions if such pertain. Examples of these conditions would be cold temperatures or ice. The Town of Winter Park uses the categories of eligibility from the ADA, summarized below as:

- Individuals who are unable, as a result of a physical or mental impairment, to board, ride or navigate the system, and disembark from any readily accessible bus.
- Individuals with disabilities who require a wheelchair lift in order to ride a bus, until such time as the routes upon which they wish to travel have accessible buses assigned to them.
- Individuals with disabilities with a specific impairment-related condition which prevents them from traveling to and from bus stops to board or disembark from a bus.

Residents, or those who will be in the area for more than 21 days, must ask their health care provider or disability specialist to complete a Professional Verification of Disability form. An in-person interview and/or assessment may be required before eligibility can be determined or renewed. Eligibility is good for three years before renewal is required. For those visiting the Town of Winter Park, a short visitor eligibility form will need to be



completed to provide basic information so they can be best served. Visitor eligibility is good for 21 days. After 21 days, a standard eligibility form must be completed.

Reservations may be made daily. Trips may be scheduled up to 30 days in advance of the day of service but no later than the day before service is requested. Riders should be at their pickup location within 5 minutes of their scheduled pickup window. A driver will wait no more than 5 minutes for their riders, after the scheduled pickup window (outside of reasonable accommodations). The scheduler and rider will identify any constraints in scheduling the trip.