



Handitran - City of Arlington  
Mail Stop 06-0100  
P. O. Box 90231  
Arlington, TX 76004-3231

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General Office: (817) 459-5390

Scheduling and Dispatch: (817) 275-3704  
(817) 275-2286

Fax:

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## Guide to Handitran Special Transportation Service

### What is Handitran?

Handitran is the City of Arlington special transportation service for senior citizens and persons with disabilities. Handitran offers door-to-door, shared-ride, demand response service and operates mini-buses equipped with wheelchair lifts. Taxicabs are also used to supplement the buses. Trained drivers are available to assist passengers in boarding and exiting the vehicles used for this service. *It is important to know that Handitran is a shared ride service, and does not provide attendant-type services. **Please read this information carefully to familiarize yourself with the type and level of service that Handitran provides.***

### Who is Eligible?

Handitran service is available to individuals who, because of physical or mental disability, are mobility impaired, and/or 65 years of age or over. Passengers must be able to sit upright in a wheelchair or vehicle seat. Handitran is a common carrier and can not be used as emergency medical service.

### How To Sign Up?

1. Complete the attached Handitran Service Application.
2. Senior citizens must provide proof of age with the application. Persons under 65 with disabilities must have their physician certify the application.
3. A \$10.00 application fee is due at the time of application. **Payment of this fee does not guarantee availability of rides; it serves only to activate the passenger on the list of passengers eligible for service.**

After the application is accepted and approved, a Handitran letter of acceptance is mailed. Those applicants that are denied service have the right to appeal within 10 days.

### Where Does Handitran Go?

Handitran offers service anywhere within the city limits of Arlington and up to a mile and a half outside of the Arlington city limits for medical and social services trips. There is no limit on the trip purpose except public school trips are not allowed. Work, non-public school, medical, essential personal and recreational trips are all allowed.

### How Much Does It Cost?

In addition to the \$10.00 Application Fee, there is a charge for each one-way trip. Passengers may choose one of two options for fare payment:

1. The cash fare for a one-way trip is \$2.00 per passenger. The **exact fare is required** as Handitran drivers **do not** carry change.
2. For frequent riders, monthly Handi-Passes are available. They cost \$55.00 and provide unlimited service within a **calendar** month. Please call the general office for further information on ordering a pass.

Riders must pay their fares upon boarding the vehicle. Unused passes **are not refundable**.

### Are Wheelchairs Accommodated?

"Common wheelchairs," as defined by the Americans with Disabilities Act, are accommodated. This includes chairs that are no larger than 30" x 48" and less than 600 pounds in total weight. Mobility devices larger than this standard may be denied service. If a mobility device exceeds the normal size, the operator may ask the passenger to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the passenger's choice to transfer or remain in their mobility device. Passengers in wheelchairs must have the proper equipment necessary to keep them safely in the wheelchair. This includes, but is not limited to, lapbelts, footrests with toe or heel straps, and brakes in working order.

## **What Are The Hours?**

	<b>Monday Through Friday</b>	<b>Saturday</b>
General Office Hours	8:00 a.m. to 5:00 p.m.	Closed
Service Hours	7:00 a.m. to 10:00 p.m.	8:00 a.m. to 9:00 p.m.
Scheduling & Dispatch Office To Schedule a Ride To Cancel a Ride To Check on Rides	8:00 a.m. to 4:30 p.m. 24 hours (recorded) 7:00 a.m. to 10:00 p.m.	Closed 24 hours (recorded) 8:00 a.m. to 9:00 p.m.

Handitran is closed for all City of Arlington holidays.

## **Guests and Attendants**

A passenger may schedule up to two guests, or escorts, to travel with him/her if space is available. Each guest is charged the regular fare of \$2.00.

An attendant who is required as an aide to the passenger may ride free. Guests and attendants must be scheduled at the time the reservation is made to insure seating is available.

## **How To Schedule a Trip?**

The Scheduling Office accepts service requests between 8:00 a.m. and 4:30 p.m., Monday through Friday. Passengers may schedule up to 14 days in advance of the trip. Because schedules often run full, we suggest that passengers schedule as far in advance as possible to be accommodated at the preferred times. All trip requests are taken on a first-come, first-served basis. **Certification with Handitran does not guarantee trip opportunities.** The following information is required when requesting service:

- Passenger name and service I.D. number;
- If passenger is limited to riding a bus or taxi;
- Type of assistive device, such as a wheelchair or cane, if any;
- If any guests, attendant or service animal will accompany the passenger;
- Phone number;
- An exact address where the passenger will be picked up;
- Exact address and description of the place for drop-off (ex. doctor's office, a grocery store). A phone number of the destination is helpful if available;
- The time due at the destination; and
- The time a return trip is needed.

Same-day scheduling is permitted on a space-available basis. Requests by passengers for same-day changes on the schedule may be permitted if the schedule can accommodate the change.

Refusals may occur when Handitran cannot accommodate a trip due to limited capacity. All requests are made on a space-available basis. Some trips may be denied due to a lack of capacity.

## **Are There On-Board Policies?**

Handitran may arrive for pick-up 15 minutes before or after the scheduled time. To avoid delaying other passengers, drivers are required to wait only five minutes before proceeding on their route. If the passenger is not ready, he/she may be charged with a "no show." Drivers are not allowed to go into residences or other facilities to look for passengers.

Seatbelts must be worn in both buses and taxis. For passenger safety, drivers are not allowed to put the vehicle in motion until seatbelts are fastened. For the comfort of all passengers, food, drink or smoking is not permitted. Profanity or abusive conduct is not permitted and may result in suspension or termination of service. Both bus and taxi drivers are prohibited from accepting tips. Drivers are not allowed to make changes in scheduled times or destinations without authorization from the office.

## **Can I Take Packages?**

Passengers should limit their carry-on packages to no more than the equivalent of five (5) full, brown paper grocery bags, or 10 plastic grocery bags, unless an attendant travels with the passenger to load and unload the packages. Packages are limited to no larger than a brown paper grocery bag and can weigh no more than 20 pounds.

## **What If Handitran is Late?**

Handitran arrives within the 15-minute "window" of the scheduled pick-up time 95% of the time. On occasion, Handitran may run later than scheduled due to traffic, weather or other unforeseen conditions. If the bus is later than 15 minutes past the scheduled pick-up time, the passenger should call the Scheduling Office to verify the pick-up time.

### **What If the Passenger Is Not Ready For the Return Trip?**

If a passenger is unable to be ready at the scheduled return time, he/she should call the dispatch office 30 minutes prior to the pick-up time so that the bus/taxi can avoid an unnecessary trip and the passenger can avoid the recording of a “no show.” Then, when the passenger is ready, he/she should call us back. The trip will then be worked back into the schedule at our earliest convenience. No guarantees of return are made, especially during night service hours, when service is limited, or towards the end of service hours, when vehicles have been taken out of service.

### **Cancellations and No Shows**

When it is necessary to cancel a trip, passengers are requested to call and cancel as soon as possible so that time slot may be assigned to another passenger. Cancellations must be made at least 30 minutes prior to the trip to avoid the recording of a “no show.”

Late cancellations (those made less than three hours prior to the trip) are discouraged. Five late cancellations within a 30-day period may result in a service suspension for a period of one week.

When a passenger is not ready for a scheduled trip at the scheduled time and location, he/she may be classified as a “no show.” A passenger who repeatedly no shows, may have their service eligibility suspended. Suspension periods are from one to four weeks, depending upon the number of no shows.

If a passenger no shows from the point of origin, Handitran will not return to complete the trip unless it can be accommodated as a same-day service request. The return portion of a trip that is no showed is automatically cancelled unless the passenger specifically requests to keep that trip. If a passenger no shows on their return trip home, the passenger must notify Handitran when they are ready. Handitran will then return at the earliest time possible, depending upon vehicle availability. No guarantees of return are made, especially during night service hours, when service is limited, or towards the end of service hours, when vehicles have been taken out of service.

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***Please Call the Handitran General Office if You Have Questions About Any of Handitran's Policies***

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**RELEASE AND INDEMNIFICATION**

I covenant and agree that, for and in consideration of the City of Arlington allowing me to use the Handitran special transportation system, I do hereby agree to waive all claims, release, indemnify, defend and hold harmless the City of Arlington, its employees, agents, sponsors and volunteers assisting in the Handitran program, from any and all damages, claims, or liability of any kind, whatsoever, which may arise by reason of injury to or death of any person, or for loss of, damage to, or loss of use of any property occasioned by any error, omission, violation of Handitran's rules or regulations, or negligent act by me. Such indemnity will apply whether the damages, claims, or liability arise in whole or in part from the error, omission, violation of Handitran's rules or regulations, or negligence of me or the City of Arlington. It is my expressed intention that the indemnity provided for in this paragraph is indemnity by me to indemnify and protect the City of Arlington from the consequences of the City of Arlington's own negligence, whether that negligence is the sole or concurring cause of the injury, death or damage.

**BY SIGNING BELOW, I ACKNOWLEDGE:**

**RECEIPT OF POLICY INFORMATION:** I have received the preceding information concerning Handitran policies and procedures and agree to abide by these policies.

**VERIFICATION AND RELEASE OF INFORMATION:** I verify that the information contained on this application for service is true and correct to the best of my knowledge. I also authorize Handitran personnel to obtain verification of any information given in this application, including, but not limited to pertinent medical information necessary for clarification of ridership eligibility.

**RELEASE AND INDEMNIFICATION:** I have read the above release and indemnification, understand its terms and conditions, and execute it voluntarily and with full knowledge of its significance.

Dated, this, the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Applicant's Signature (Or Legal Guardian w/Power of Attorney)

**(Please provide copy of Power of Attorney)**



**Application for Handitran Special Transportation Service**

**Applicant's Name** \_\_\_\_\_ **Home Phone** \_\_\_\_\_

**Date of Birth** \_\_\_\_\_ **Age** \_\_\_\_\_ **Gender** \_\_\_\_\_

**Address** \_\_\_\_\_ **Apt. #** \_\_\_\_\_ **City/State/Zip** \_\_\_\_\_

**Name** \_\_\_\_\_ **of** \_\_\_\_\_ **Apartment** \_\_\_\_\_ **Complex** \_\_\_\_\_ **or** \_\_\_\_\_ **Nursing** \_\_\_\_\_ **Home:** \_\_\_\_\_

**Email (optional)** \_\_\_\_\_

**Person to Contact In Case of Emergency** \_\_\_\_\_ **Home Phone** \_\_\_\_\_

**Address** \_\_\_\_\_ **Other Phone** \_\_\_\_\_

**City/State/Zip** \_\_\_\_\_ **Relation** \_\_\_\_\_

**Personal Physician** \_\_\_\_\_ **Phone** \_\_\_\_\_

**Address** \_\_\_\_\_

Does the applicant require an attendant or supervision during transport?

- Yes Explain: \_\_\_\_\_
- No

**Assistive Devices Used** (Check All That Apply):

- Cane
- Crutches
- Walker
- Service Animal: \_\_\_\_\_
- Portable Oxygen
- Other: \_\_\_\_\_
- Standard Manual Wheelchair
- Electric Conventional
- Powered Scooter

What is the brand and/or model number (if available) of the mobility device?

If using a service animal, what service does the animal provide?

If using wheelchair, does your residence have a wheelchair ramp for multiple steps?  Yes  No  
*(Driver cannot take a wheelchair up or down a step higher than 6" or more than one step; ramps must be secure)*

Do you require assistance from the driver? -----  Yes  No \_\_\_\_\_

Do you have any condition of which we should be aware?  Yes  No \_\_\_\_\_

Have you ever filled out a Handitran service application before?  Yes  No



**STAMP, FOLD, STAPLE AND MAIL**

Postage  
Required

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