

Proposed Updates to Lift Line Paratransit Services

Revise the Application & Certification Process

- The application will be revised so that we have more complete information about each applicant's specific needs
- Customers who have permanent, chronic or developmental disabilities will no longer have to be re-certified for service every three years
- Conditional eligibility will now extend from October 1 through April 30
- Customers who do not qualify for recertification will be provided with 3-month temporary eligibility if they have used Lift Line service in the prior 6 months

Streamline Subscription Service Requirements

As part of the proposed paratransit plan, Lift Line would create a subscription pool for customers who travel to and from the same destinations at the same days and times on a weekly basis. The benefits for customers in the subscription pool include:

- No need to make an advance reservation—customers' regular trips are already scheduled
- Customers only call Lift Line when they need to cancel a regular trip or schedule a different trip
- Faster, more efficient service for all customers

Provide new scheduling options and new interactive voice response (IVR) phone system

We're offering new options to schedule and confirm rides. Key benefits for customers include:

- Schedule rides one to seven days in advance
- Shorter hold times to talk with a Lift Line scheduler
- Receive "night-before" phone calls, reminding you of a scheduled ride
- Confirm or cancel a ride quickly and easily 24 hours a day, 7 days a week

